

5-6 Ormonde Gate

In the affluent streets of London SW3 we began a new relationship at the start of 2026 direct with the client, and within the first few months had to replace a key item of water treatment equipment.

Problem

The existing water softener on site had been non-functional for several years and was no longer capable of treating the incoming water supply.

As a result, the site was operating without adequate water softening, which can lead to limescale accumulation, reduced equipment efficiency, and potential long-term damage to plant and pipework. It can also promote microbiological growth, including Legionella.

In addition, the physical space within the plant room presented limitations that prevented the installation of a standard replacement unit.



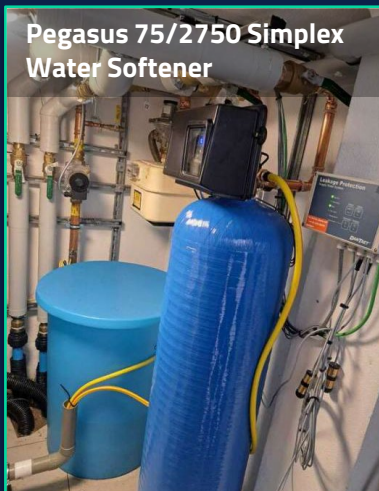
Solution

Goodwater Ltd attended site to carry out a detailed inspection of the existing system and surrounding infrastructure. Following this assessment, we developed a tailored solution that addressed both the operational requirements and the spatial constraints of the plant room.

The works included:

- ✓ Removal and safe disposal of the existing redundant water softener system
- ✓ Assessment and preparation of the installation area
- ✓ Installation of a Goodwater Pegasus 75/2750 water softener
- ✓ Modification and installation of associated pipework to ensure compatibility with the new unit
- ✓ System setup, testing, and commissioning to confirm full functionality

This solution ensured that the new water softener would operate efficiently while fitting within the limited plant room space available.



A Planned Preventative Maintenance (PPM) contract is currently being arranged between the client and Goodwater Ltd. Under this agreement, Goodwater will undertake the regular servicing and maintenance of the newly installed water softener.

This proactive maintenance programme will ensure the system continues to operate efficiently, maintain optimal water quality, and extend the lifespan of the equipment.

Conclusion

All works were successfully completed by Goodwater Ltd, including the removal of the previous system and the installation and commissioning of the new water softener.

The Goodwater Pegasus 75/2750 unit is now fully operational and delivering softened water to the site as intended. The installation was completed within the plant room constraints while meeting all required specifications.

The client has expressed satisfaction with both the installation process and the performance of the new system. With the upcoming PPM servicing agreement in place, the system will continue to be maintained to ensure reliable long-term operation.

“ Thank you, this was completed successfully and I can now enjoy my showers. ”

- Evgeny Lozovik