To begin with you put 10ml of the water you want to test into the test tube. Then you add one drop of the reagent at a time to the water being tested and replace the lid and shake. If the water turns a light Blue after the first drop the water is soft @ 20ppm or under. If it turns a pink colour just add one drop at a time and shake. Keep adding one drop and shaking till the colour change from Pink to light Blue. Keep a note of how many drops it takes to change from Pink to light Blue and multiply the number of drops by 20 and this will give you the water hardness in ppm.