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Pristine Water Co.
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FAQs

Is water with ionized copper in it safe to drink?

Yes! In fact, if you look at the label on your multiple-vitamin/mineral bottle, you'll see that 2 milligrams is the recommended *minimum* daily intake of copper.

Can I drink too much copper water?

No, you would have to drink two-and-a-half *gallons* of our water per day just to get your *minimum* daily requirement of copper.

How does your water compare with the EPA's recommended level for copper in drinking water?

The EPA's standard for municipal drinking water is: up to 1.3 parts per million (ppm) of copper. Our whole-house system puts in up to 0.3 ppm, or about one quarter of what we can have in healthy municipal drinking water. Our pools are maintained between 0.4 and 0.7 ppm, thus being up to about half the amount of copper allowed in municipal drinking water.

Is your copper-ion water good for all my plants?

Yes, your plants, indoors and out, will thrive on our water for several reasons. The most important is that they don't like chlorine any better than our bodies do, and the chlorine is removed by our point-of-entry (POE) whole-house filter. Copper is also necessary for your plants, just as it is for our bodies. Hydroponic farms add much higher amounts of copper to their nutrient solutions. Snails and slugs, however, don't like copper, so they will gradually disappear from your yard. Also, because the water is softer and "wetter," less water is needed to penetrate and get better results. We notice greener grass with less water than before.

I was considering buying a whole-house system with no oxidizers or copper ions. Is that okay?

When the chlorine gets removed by a carbon filter it is important to replace its function in order to keep your water smelling and tasting fresh, particularly in any little-used sections of your plumbing. We've heard people who don't have the copper and titanium electrodes complain that their water can sometimes smell like mold or sewer water, whereas our oxidized and ionized water always continues to smell and taste fresh at every faucet and shower throughout the property.

Is the whole-house system the same as a water softener?

No. Water softeners use salt (either sodium chloride or potassium chloride) to create sodium or potassium ions which exchange with the calcium suspended in the water, thus removing the "hard" part of the water, but leaving the water high in sodium or potassium, which for drinking, then has to be removed with a reverse-osmosis filter. However this process unfortunately removes all the beneficial minerals, leaving the water mineral-hungry. Our whole-house system instead leaves the beneficial minerals in the water, but gives them an electrostatic charge so they do not combine into the hard, scale-producing carbonates. They remain dissolved as soft bicarbonates. Limestone caverns are hollowed out by the dissolved bicarbonates being carried away in the water, whereas stalactites are scale-deposited when the bicarbonates switch back to the carbonate form. For the first couple weeks after installation of our whole-house system, it is normal for little chunks of calcium-deposits to come out of your faucets as our system clears the scale from your pipes and water heater. The mineral deposits around any leaky faucets and the lime ring around the water-line of the toilet will also be dissolved away by our softer water.





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FAQs *(continued)*

How do your pool systems work?

Every time your filter-pump runs, the water passes between two sets of electrodes. One set, made of titanium coated with platinum, separates some of the H₂O into its components, resulting in four oxidizers: O, O₂, OH, and H₂O₂, which oxidize organic matter, such as algae and microbes. The other electrodes are sacrificial copper, meaning that they give off copper ions into the water, which serve as a stable residual throughout the water to kill algae and microbes. In addition, on pools we use an in-line Zinc Algae Inhibitor, which also kills algae and microbes. To manage pool water pH, which is normally controlled with muriatic acid, we instead use carbon dioxide gas, which, when mixed with water, forms carbonic acid, a weak acid that unlike muriatic, is totally non-toxic, reverting back to CO₂ and water when it breaks down. Thus the pool water is actually the quality of good drinking water.

Will I ever have to use other additives again?

As long as the copper and pH levels of your pool are maintained within their proper ranges, your pool will normally not need any additives. If there is an extra-heavy bather load, a storm that blows in a lot of dust, or if the pH and copper levels get out of their specified ranges, then a non-chlorine shock, along with correcting the levels, will get the water sparkling again.

What if my Pool Service says this will not work?

Be sure to ask them *which type* of chlorine-free system they've had experience with. Our EcoSmarte® systems come with a 60 day money-back guarantee and a five year equipment warranty. In nine years there have been almost no returns, with over five thousand pools installed nation-wide. We provide free technical support, and are committed to your Pristine Water Systems totally working for you.

Are the systems difficult to install?

No, our systems are easy to install. We provide trained installation personnel, or if you are outside the greater L.A. area, we will provide step by step instructions and phone support to your local plumber for a whole-house system, or to your pool equipment installer, or to you if you want to do it yourself.

What are the service requirements and/or expendables?

The electrodes need to be visually checked once or twice a year through the transparent chamber, and will need to be acid washed if they get a mineral build-up that closes the gap between them. The copper electrodes will need to be replaced when used up, every three to five years on a whole house system, and every two to three years for pools, depending on water volume through the chamber. The titanium plates do not wear out. A replacement set of copper electrodes costs \$99 plus installation, but are free in return for one successful referral. The activated carbon in the whole house filter is good for about a million gallons, which takes five to eight years for most households, and also costs \$99 plus a service call to replace, or it is free in return for one successful referral.