

## WATER IONIZER FAQ's & ANSWERS

### **Q 1: MY WATER IONIZER DOES NOT SEEM TO BE IONIZING/or IS PRODUCING ACID WATER, WHY?**

**A1:** Check your flow rate meter, how fast or slow is your liters per minute meter reading the water coming out of your machine. (The meter is on bottom right side of LCD screen. It says L/M (liters per minute).

- The flow rate of your ionizer will affect the ionization process of your machine.

**To properly ionize, your flow rate should flow between 2 to 3 liters per minute. If your tap water flows slower than 2 liters per minute then you may need to adjust knobs under your sink or unclog pipes** (A Magnetizer would be a good purchase to help decalcify water pipes read more on Magnetizer below).

If your flow rate is too slow you could possibly have low water pressure coming through the sink you have your ionizer connected to.

If your tap has good flow rate then check the flow rate coming out of your diverter (hardware that is connected to the faucet that diverts the water from the faucet to the input valve of machine)when it is not diverting water into the water ionizer and is just letting water pass thru it.

To check your diverter's flow rate, remove the white hose on the diverter, then using a liter or quart bottle placed under the metal output stem of diverter (output stem is what you removed the white hose from), divert the water to the ionizer and see how many quart bottles you can fill up in 60 seconds from the diverter stem output.

You need to be able to fill up 2 or more quarts in 60 seconds, if so then your flow rate is fine,

**if not**, try taking your diverter apart and cleaning it, run it under hot water and clean the inside of it using a Q-Tip and or a small bottle brush, sometimes customers may have higher amounts of sediments in their water which eventually clog the diverter and or the filter.

**If that does not work**, you will need to order a new diverter and can purchase one from [WaterWorks4u](http://WaterWorks4u.com).

**A2.** If your flow rate is fine, and you machine is still not ionizing properly, check to see that your hoses are connected properly.

**For Ionic Oasis SP** - Starting at the diverter, follow the white hose from your diverter up to the ionizer, lift your ionizer so that you can view the bottom of the unit, be sure that the hose is connected to the port on the right that says (input). Hoses for the Ionic Oasis SP series ionizers, must be connected to the right side input valve on the machine. **If your hoses are not connected properly your machine will make funny whirring sounds when water runs through it. It will not ionize and you will not produce drinkable water.**

**For Rejuvenator series (Aquarius, Oasis, and Genesis)** hose must be connected to the left side of the machine. **If your hoses are not connected properly your machine will make funny whirring sounds when water runs through it. It will not ionize and you will not produce drinkable water.**

## **Q2: HOW OFTEN DOES THE FILTER IN MY SP or Rejuvenator WATER IONIZER NEED TO BE REPLACED?**

**A:** Your water ionizer has a life meter BUILT IN ON LCD. To prevent **mold and mildew** filters need to be changed every **10,000 liters** (2500 gallons) or at least once per year. Always keep track of the last time you replaced your filter. Your ionizer filter and all water filters should be replaced at least once a year to prevent mold and mildew from growing in the machine and/or on the filter.

## **Q3: WHAT ARE PRE-FILTERS/WHEN SHOULD I CHANGE MY PREFILTERS**

If you have pre-filters, the time to change each one varies on the type of filter you have:

Pre-filters are a great addition to have with your water ionizer, Pre-filters will extend the life of your water ionizer and take out a higher percentage of the harmful chemicals in your water source.

The following are descriptions of pre-filters and the dates to change them. There are single pre-filters, dual pre-filters or triple housing pre-filters.

- **Sediment Filter -**

Acts as a sieve to reduce solid particles such as rust flakes from water pipes, sand grains, small pieces of organic matter, clay particles, or any other small particles in the water.

(Average filter life span: 9-12 months)

- **Carbon Filter -**

Carbon filters remove contaminants and impurities, utilizing chemical absorption.

Carbon filters are most effective at removing chlorine, sediment, and volatile organic compounds (VOCs) from water  
(The average filter life span: 4-6 months)

- **Fluoride Filter-**

There are plenty of good reasons for installing a fluoride water filter. The fluoride that is added to water also contains other toxic materials and pollutants, which may include lead, mercury, and arsenic. Hundreds of renowned scientists and researchers around the world condemn, or refuse to endorse fluoridation of the water supply. The fluoride water filter is a simple solution to a vexing problem. You may not have any control over what goes into your water, but this simple device can easily take it right back out.

(Average filter life span: 9-12 months)

- **Remineralizing Filter (alkalizing filter)**

This filter is used to add alkaline minerals to water processed by a reverse osmosis unit so it can be used with water ionizers. (Average Life Span: 10 -12 months or every 4000 liters/ 1100 gallons)

To customize or change filter combinations, please call or e-mail for quote.  
561-790-2004 or sales@Waterworks4U.com

#### **Q4. WHY USE THE WHOLE HOUSE MAGNETIC WATER SOFTENER WITH YOUR WATER IONIZER?**

***A. To solve your hard water problems and to protect and extend the Life of the electrodes in your Water Ionizer!***

Benefits of magnetizer:

1. The ability of scaling minerals to stick anywhere is dramatically reduced. Testing has shown a 40-60% reduction in scale buildup, not only in the plate cells but inside the entire water ionizer.

2. Scaling minerals are abrasive-- this abrasiveness is extremely hard on the platinum coating on your water ionizer plates, this is why water ionizer plates last a lot longer in "soft water" conditions. After passing through the Magnetizers magnetic field, these abrasive minerals become far less abrasive thus protecting the plate coating in the process!

3. Lower surface tension! Yes the Magnetizer can achieve minor micro-clustering of the water even before it enters the water ionizer! This gives you even more absorbable charged water than you get with a water ionizer used by itself.

4. No more white flaky buildup in glasses and containers. This is a common complaint of ionized water users, because ionized water is rich in alkaline minerals, when the water dries up in a container such as a glass or bottle or pot you will see the dried up mineral deposits. Not with the Magnetizer in place, your glasses and containers will remain clear!

5. Silky smooth texture of your water. Water that has been through the Magnetizers field has a noticeably silkier softer wetter feel on your tongue. When showering skin becomes hydrated and feels smoother and softer and less dry! Hair feels silky smooth!

**How does it work?** As water molecules pass by the powerful, highly focused magnetic field, two things happen: molecules are polarized (organized) and the water takes on a net positive (+) charge. This physically changes the water's molecular structure. The result is soft water characteristics with dissolved minerals, which will protect your water ionizer investment.

## Frequently Asked Questions (Part-2):

**Q: I have an Ion-Wave Alkaline Water Pitcher and the timer indicator has stopped working or I can't get the timer to turn on.**

**A:** The timer indicator on the lid at the top of pitcher is just that, a timer indicator. It does not measure the amount of water passing through the filter. It is merely just an indicator to remind you to change filters after 60 days of usage. It counts backwards from 60 to 0.

To turn on the timer press and hold down the button on the lid for 5 to 10 seconds and the timer indicator will appear, when the timer indicator reaches 0 and needs to be set back to 60 turn off the timer the same way that you turned it on.

**If your timer has stopped** working the lid may have gotten wet while being washed or while filling the pitcher. Or you may need to **replace the batteries.** , Simply replace the batteries and that will usually solve the problem. The battery inside the lid for the timer is not water proof, to avoid the timer indicator from being damaged please keep the top of the lid dry at all times. Do not clean the water pitcher lid in dishwasher or under faucet, this will ruin the timer.

If you have had your pitcher for less than 10 days or your timer does not

work after replacing the batteries and you have had the pitcher for less than 10 days, please contact our office right away to obtain an **Return Authorization #**, remove the timer from the lid and send the timer indicator (only) back to our office so that we can replace it.

## **Q: How often do I need to replace my filter in my Ion Wave Alkaline Water Pitcher?**

**A:** That depends on how many people are using the pitcher, Each filter lasts between 60 and 90 days, the more people using the pitcher the sooner you would have to replace the filter. If one person is using the pitcher you can replace the filter every 3 months if two or more people are using the pitcher, replace the filter either once a month or every 2 months.

## **Q: What are Alkali Balls, how often do I need to replace them and how are they an added benefit to the Ion Wave Alkaline Water Pitcher?**

**A:** Alkali Balls will optimize the performance of the Ion Wave Alkaline Water Pitcher - They Super charge your water and Keeps the ORP (Oxidation Reduction Potential) constant.

Smoothly, quickly and efficiently raise the negative charge of your alkaline water with these antioxidant producing Alkali balls. Alkaline water loses its negative charge after several hours. The Alkali Balls help keep the pH and negative charge (ORP) constant.

**The Alkali Balls must be replaced every 4 to 6 months.**

## **Q: I have a portable Ti or Alkaline/diet stick, the pH is only measuring to an 8 or 8.5 why will it not measure a 9 or 9.5?**

- **What is the pH of your tap water?**  
All WaterWorks4u portable water ionizers are calibrated to bring neutral water (7pH) up 2 or 2.5 points to a pH of 8.0 - 9.5 unless the water source is less than 7 pH.

### **Do you have well water or tap water?**

- If your water source is from a well, well water is acidic (5.5 to 6.5) and

therefore your pH will not read 9 or 9.5. Have you measured the pH of the water coming from your tap?

- **What are you using to measure the pH of your water?**

**For best results on measuring pH we suggest using a liquid reagent and NOT pH test strips (paper strips usually only measure to 8 pH), paper strips must be kept in an airtight container; after paper strips are exposed to air they need to be kept in an airtight container or they lose their accuracy.**

pH test strips are best used for measuring body pH such as saliva or urine or pools that only need to be measured up to 8 pH.

For more accurate results you can purchase the WaterWorks4u pH test kit drops (retail value \$11.99) either online or by phone. To take advantage of any special offers we may have going on at your time of purchase place your order by phone Monday through Friday 10:30am to 5pm.

## **Q: How do I use the portable ionizing stick and when do I need to replace it?**

**A:** Before using, put the stick in a clean bottle filled half-way with water.

- Shake vigorously for 30 seconds and empty water. Repeat process two more times to rid the stick of excess minerals.
- Put stick back in bottle and fill the bottle with tap water or bottled water (preferably 7 pH or higher)
- Shake the bottle about 20 times and wait 10-15 minutes before drinking. The longer the water sits with the ionic stick submerged, the stronger the ionization and the higher the pH (up to 9.5 pH). If it tastes too strong, dilute it with additional source water.

Use one stick for a 16 oz. bottle (500ml). Use two sticks for a quart (1 liter) bottle, or more sticks for faster, stronger ionized drinking water.

- When not in use (such as overnight) remove stick from bottle and let stand to dry.
- **Sticks are no longer active when chlorine taste and/or smell is present.**

**Time to use a new Alkaline Diet Stick!**