

Ask These  
Questions Before  
You Spend A Dime  
On A Water  
Treatment System

## **Water Treatment or Water Softener System**

- i. Is it a water treatment system or just water softener? A water softener will get rid of water hardness, but leave organic chemicals like chlorine, pesticides, detergent, etc. in the water. Water Treatment System eliminates hardness and SOME organic chemicals.
- ii. For what remedy and specific water related problem is the product certified? For example, you may find systems certified for chlorine removal, but not hardness removal.

## **Water Treatment System Product Quality**

- iii. Is UV inhibitors and color molded into the structure to prevent material breakdown and fading?
- iv. Does the system include adjustable safety float to guard against overflow, which is required to maintain consistency of water cleanliness?
- v. Is the tank liner NSF certified to prevent leakage of odor, taste or chemicals in your water?
- vi. Does the system prevent overflow in case of a power outage, preventing flood damage?
- vii. Does the system auto start to make sure you will always get conditioned water even if power goes out?
- viii. Does the system do proportional brining to make sure exact amount of regenerant is used? This is a significant cost saver in the long run.
- ix. Does the system use clean fresh water, or old stagnant tap water from last time, for its regenerant each time? This feature helps give pure water consistently.
- x. Does the system inform you when it is low on regenerant, making sure you will never run out of pure water?

- xi. Does the product include adjustable cycles so that the system can be customized for specific installation conditions?
- xii. Does the system include a computer memory to make sure it never requires reprogramming?
- xiii. Does the system include constant power source instead of old-style battery back up, making sure that it never needs battery changing?
- xiv. Does the system include large bright display for easy reading in low light or sunlight?
- xv. Can you easily read and operate controls?
- xvi. Are the tanks corrosion resistant and offer lifetime warranty?
- xvii. Do Water Quality Association (WQA), National Sanitation Foundation (NSF), Canadian Standards Association (CSA), UL, CE (European Union equivalent of UL), and Good Housekeeping certify the product?

### **Filter Quality & Cost**

- xviii. Is the filter media used in the system synthetic polymer based, offering high filtration and conditioning capacity to ensure that it will NEVER breakdown from chlorine deterioration or thermal shock, and comes with a lifetime warranty?
- xix. What is the cost of regular filter media and regenerant replacements?

### **Dealership Quality**

- xx. Can you reach dealer service center 24/7? If so, will you be talking to a dealer who knows your equipment, or a sub-contractor who may not be familiar with your system?
- xxi. Is your dealer licensed for water treatment installation?

- xxii. Is your dealer a member of Water Quality Association (WQA)?
- xxiii. Does the dealer offer assurance that guarantees your system to be the lowest price compared to another brand with similar validated product features or the system you purchased is FREE?
- xxiv. How long have the system manufacturer and dealer been in business? Water treatment industry has high turnover rate, thus many households are stuck with systems from dealers or manufacturers who went out of business.
- xxv. Has the dealer or retailer given you a price before ever testing your water or reviewing installation requirements? If yes, beware! There is no “cure all” for water problems.
- xxvi. Are the dealer technicians licensed to come to your home to test your water for impurities and harmful chemicals, and to make recommendations for proper application and equipment – rather than offer one solution for all problems?

### **Service & Warranties**

- xxvii. Does the system come with 10 years of warranty for all electrical parts, including display and “computer brain” of the system?
- xxviii. Does all moving parts, including valves, seals, O-ring, etc., in the system come with lifetime warranty?
- xxix. Does the system include one-year warranty on service labor? After first year, does it come with a flat nominal fee of \$65 per visit, or based on trip charge, hourly rate, etc. etc.? Can your dealer quote a price for service 3-4 years out?
- xxx. Does the product come with manufacturer’s warranty or dealer’s warranty? Dealer’s warranty has no value if a dealer goes out of business.



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