

Living Water Essentials FAQ

How does the unit work?

The Living Water Essentials utilizes electrolysis to separate the existing minerals in the water to create Alkaline and Acidic water.

Should I/can I use it in conjunction with another water purifier?

For optimum performance we recommend the unit be used with regular tap water.

Can the Acid water hurt you?

If a small amount is ingested it would be unpleasant and cause some discomfort but it should not have lasting affect.

Will the acidic water harm my sink?

While the water may be acidic, it is not caustic and not harmful to your sink.

What are the internal plates made of?

They are constructed with titanium electroplated with a platinum coating.

Are the plates 99% titanium medical grade material?

No, the plates used are an industrial grade material.

What is the warranty on these units?

All units carry a five (5) year warranty period provided that the installation and maintenance requirements listed on the back page of the owner's manual are followed.

What is the output ratio of alkaline water to acidic water produced by the unit?

For every 3L of water the unit will produce 1.8L of alkaline water and 1.2L of acidic water. (Output ratio is 1:0.6)

Any word yet on getting an Inline filter for the U7 to achieve the extreme high/low pH?

To provide our clients with this demand we are investigating options and researching systems that can provide this capability with ease, interchangeability and reliability.

IF a customer chooses to use the P3 or C7 with well water, and they need to order the Prefilter AND a Re Mineralization filter... instead of purchasing 2 blue external housings, can they use the U7 external housing since it holds 2 filters any way?

They could but well water can contain Arsenic, Nitrates, Sulfides and other compounds that will require additional pre-filtering in addition to the U7 filters. A complete water analysis should be performed on the well water.

Page 5 in the U7 owner's manual says the unit comes with a 90 degree connector but we have several calls where this is not included. Is this included or not and if not are we revising the manual?

A 90 degree connector is not included. The instruction manual is being revised to remove this statement and the connector picture.

In regard to the Deluxe Demo Kit: what is the flow rate and water pressure of the pump set-up contained in this pack?

The pump is programmed for an output of 1 gpm (Gallon Per Minute) and has a water pressure of 40 psi.

Page 5 and page 10 in the U7 owner's manual says the unit comes with 2 quick connect pieces attached to the faucet hoses but we have several calls where they only have 1 quick connect piece included. Is this included or not and if not are we revising the manual?

* As of late December 2009, the next shipment of units will come with the 6 ft. braided lines and this set up will have the extra quick connect pieces included.

The blue external housing is missing the quick connect sleeves in the white IN/OUT elbows. How are we to get these types of parts when they are missing?

Contact customer services. Missing parts will be sent via next-day-delivery.

On the U7, is there a Specific order that the filters need to go in inside the housing?

Yes, first stage is the carbon/sediment cartridge. Second is the re-mineralization cartridge. The order is very important for the unit to work properly.

On the top of the U7 unit, it says: "Install in a dry area at least 6 feet from the faucet" Is this a typo? Should it be 6 INCHES?

The instructions are a maximum of 6 feet from the faucet.

On the top of the U7 unit, it says: "If the inlet water pressure goes over 45 psi, please add a relief valve to release pressure and return to a normal pressure level" But on (pg 6) of the owner's manual it says "Maximum water pressure is 50 psi"

A – It is a recommended requirement that units stay within the maximum of 50 psi .

B - Is the 'relief valve' something they would need to purchase separately from a hardware store? Yes. Or the relief valve can be purchased online.

All water pressures are DYNAMIC pressures, not static.

**Apex (FMP50PSI) 50 PSI Filtamate Pressure Limiting Valve or manufacture equivalent.

How long does the Re-mineralization filter last? Do any of the units alert you when to change that filter? Is it adequate enough to use the re-mineralization filter if they cannot bypass their whole house water softening system?

On the C7 and P3 the system is set to 12K liters (3K gallons) and then it will signal you to change the filter. The higher the TDS level is in the source water, the filter life is reduced. A very high TDS may reduce life by 50%. On the U7, the filters last for 12K liters (3K gallons) but there is not a display to indicate time to change the filter. Unless they are changed more frequently because of heavy use, all filters should be changed annually. Soft water has a different structure and therefore does not ionize well. A re-mineralization cartridge must be used but results will vary.

Can you run Peroxide thru any of the units to clean them?

No. They need to use the citric acid cleaning cartridge only.

Using anything else will damage the membrane and void the warranty.

Can the unit be used with water coming out of the Springhouse?

Yes, The first thing a customer must do is measure the incoming water pH and TDS. Depending on the TDS level, an adjustment to the power setting may be required. Likewise the pH settings may need adjustment as well. If the TDS is below 80 then the external Mineralization cartridge must be added.

Nowhere in any of the owner's manuals does it say how to install the Water Faucet Diverter Valve. Am I correct in assuming that we would have to cut the inlet hose and insert the valve?

Page 6 of the owner's manual provides detailed instructions

Can mother's breast feeding drink alkaline water?

Consult their personal physician.

What level of TDS is too high or too low?

50 ~ 80 Low TDS which requires the high power setting

81 ~ 150 is mid range TDS and requires power setting at medium

151 ~ 700 is High TDS and requires the low power setting

Anything above 700 may require additional filtration by the customer. Also high TDS greatly reduces filter life.

See the 'Programming C7' document for filter life for each TDS level.

What is the plate life?

The plates system is good for 15 to 20 years with proper maintenance.

Proper maintenance is using the Citric Acid Cleaning cartridge at the manufacturers required cleaning of internal parts every 750 gallons and factory cleaning every 12 to 18 months.

I'm on a well and I'm not getting any ionization!

Have your water tested first. If a lack of ionization persists, test system on a municipal water system

Since you cannot mix baby bottles with the alk water and you cannot drink the alk water while on medications... what would we say if for breast feeding?

Consult their personal physician.

I just connected my counter top unit and it is leaking. What should I do?

There are two common causes one, a failure to press the tubing all the way into the connectors or two, the internal filter is not seated and locked. Also, be sure that the end of the tube has a clean cut without burrs and not cut at an angle.

What instruments will best help me determine if I can use an Ionizer with my water?

A TDS (Total Dissolved Solids) and pH meter. The TDS is a measurement of conductivity based upon the mineral count in the water. The minerals may be organic or inorganic. The pH meter is a meter that measures the acidity level of the water.

I have a water softener. What should I do?

You can permanently take your softener off line or have a plumber send water to your kitchen sink that bypasses the softener. The ionization process needs the calcium that is removed by softeners.

How much water should I drink in the beginning?

It is suggested that you drink half of your body weight in ounces per day. For example: A 200 lb person would drink 100oz.

On the U7, is there a Specific order that the filters need to go in inside the housing?

The placement order in the TR2 is important. The carbon block filter goes in the first position closest to the water source. The re-mineralization cartridge goes in the second position closest to the ionizer. You can see through the center of the carbon block and the re-mineralization cartridge makes a sound when you shake it. When placing the re-mineralization in place it is

What is a Remineralization Cartridge?

It adds minerals (to low TDS water) to enable the ionization plates to charge the water and create alkaline and acidic waters.

How do I install a Remineralization Cartridge?

Extra tubing comes with the housing. The small feeder line goes from the tap into the housing. Another line connects the housing to the water unit. The tubing is cut to an appropriate length to avoid loops of hose behind your unit. If you cut your hoses, make sure that they are cut flush (no angle).

Water flows from the faucet (on C7 and P3 Units only) through the re-mineralization cartridge; then into the unit's Internal Filter (carbon filter) and finally, past the ionization plates.

What units can use the Sodium Super Charger Filter?

Only the C7. The C7 goes up to a pH of 10. If you want to raise the pH level as high as 11.5, you will need to use this filter.

If I use a P3 only for meetings, how do I store the cartridge if the time in between uses is a couple of weeks?

Put the cartridges/filters in a clean plastic bag in the refrigerator to keep them fresh. When you take them out of the fridge and put them back into your unit, run the water for a couple of minutes. These steps keep bacteria from growing in your cartridges/filters.

Q. Will the Remineralization Cartridge attach to all three units?

A. For a U7 user whose water does not have enough minerals, get both a housing unit and a re-mineralization cartridge. The U7 parts:

- *US40879 Under Counter Dual Filter (housing for either US71142 or US71143)
- *US71142 Re-mineralization Cartridge
- *US71143 Combo Carbon/Sediment Filter
- US71144 Citric Acid Cartridge
- * Must be used with All U7 installs

A. For a C7 user whose water doesn't have enough minerals, get both the housing unit (It sits on the counter beside the C7) and a re-mineralization cartridge. The C7 parts:

- US40878 Counter top Single Filter (housing for Re-mineralization Cartridge)
- US71139 Standard Internal Filter C7
- US71140 Citric Acid Cartridge C7
- US71141 Sodium Super Charger C7
- US71142 Re-mineralization Cartridge

A. For a p3 user whose water doesn't have enough minerals, get both the housing unit that sits beside the P3 AND a re-mineralization cartridge.

- US40878 Counter top Single Filter (housing for Re-mineralization Cartridge)
- US71136 Standard Internal Filter P3
- US71137 Citric Acid Cartridge P3
- US71142 Re-mineralization Cartridge