



WATER FACTS &
KINETICO PRODUCT FAQS

WELCOME TO KINETICO

Thank you for choosing Kinetico. We are confident you'll enjoy the clean, clear water provided by your Kinetico product for years to come.

In this booklet you will find answers to a variety of commonly asked questions and also some interesting water trivia. If you have any additional questions please contact us at [\(408\) 371-5521](tel:4083715521).



FREQUENTLY ASKED QUESTIONS MY KINETICO WATER SOFTNER

HOW MY SOFTENER FUNCTIONS

What should I expect right after the equipment is installed?

You should start seeing soft water immediately on the cold water supply. Soft, hot water will be dependent on using the existing hard water in your hot water tank.

How do I know the water is soft?

You should start experiencing soft water immediately after installation in the cold water supply. But soft, hot water will be dependent on using the existing hard water in your hot water tank. Once all of the existing hard water in your water heater has been used, you should start experiencing soft hot water. Additionally, you should have a good lather in the shower and a soft, slick feeling on your skin.

How often will my water softener regenerate?

This is completely dependent on your household's water usage and water analysis. Each Kinetico water softener is set up specifically for the household water chemistry. Your softener may regenerate several times in a day if you're using more water, or it may not regenerate for more than a day if your water usage is low. To get information for your individual softener, we can give you an approximation of regeneration frequency based on your water softener model and the number of people in your household.

What is the noise I hear coming from the water softener?

This is perfectly normal. It's most likely the regeneration process when water flows through the softener and cleans itself. Because the Kinetico water softener cleans itself based on the household's water usage, this could happen at any time during the day or night.

How do I manually regenerate my water softener?

Using a Phillips screwdriver, apply pressure down to the softener valve center screw. This is located on the clear plastic cap dead center on top of the black valve head. Slowly turn the screw clockwise until you hear three to four clicks (they will be fairly quiet clicks) and water flowing through the lines. Remember to apply pressure while turning clockwise. Repeat the manual procedure after the water flow stops to be sure that both resin tanks are regenerated.

My plumber says my system is plumbed backwards. What gives?

The Kinetico By-pass is engineered to be modified to use either inlet to your water softener. This feature allows us to install the by-pass based on the specific plumbing in your house instead of changing the plumbing to adapt to the Kinetico equipment. Your plumber may not be familiar with this unique Kinetico feature.

FREQUENTLY ASKED QUESTIONS MY KINETICO WATER SOFTNER

SALT, FILTERS AND BY-PASS



How do I know when it's time to add salt to my water softener and how much do I add?

Lift the lid of the brine tank to check the level of salt. If you can see water, it is time to add salt. You can add salt any time there is enough room to accommodate at least one bag. However, keep in mind that keeping the brine tank completely full of salt can contribute to salt bridging, which prevents the softener from regenerating properly. For a standard size brine drum (pictured to left), it is recommended not to exceed 2/3 of its capacity. If you have a smaller size brine drum (short and square vs. round), it is okay to fill it up to the top.

What salt do I use?

We suggest that you use a good, clean grade of high-purity salt. Un-pure salts, such as solar salt or rock salt, may cause a salt bridge (thick block of salt) in the brine drum or may clog up the system with debris. This will cause your system to work inefficiently or to malfunction, causing you to experience hard water.

When should I change the filters near my water softener and what filters do I need?

Some water quality may require that we install a filter before your softener (pre-filter) to prevent debris from your water lines or water supply from entering your softener. Some pre-filters can be re-used; others are disposable. For softener filters on well water, we suggest they be cleaned or changed every one to three months. If you notice low water pressure, the filter probably needs to be changed more often. If you're unsure of the type of filter you need, check under the lid of the brine drum or simply contact us! We will be able to determine the type of filters your system requires by checking your installation and service history. We'll even come out and change the filter for you if you prefer. Also, you may want to keep a spare filter or two on hand.



How do I by-pass the water softener?

To by-pass the water softener, turn the by-pass handle in either direction so that the yellow indicator is showing. When the valve is turned to yellow for by-pass, this will turn off water to the system but still allow water to the house.

When the green indicator is visible, the unit is in-service and water will flow through the system.

The red indicator (visible in the picture to the right) means the valve is closed. No water will flow through the unit or to the house.



GREEN = In-service
YELLOW = by-pass
RED = no water

FREQUENTLY ASKED QUESTIONS MY KINETICO WATER SOFTNER

SOFT WATER QUESTIONS

My hot water smells. What is causing it?

If only the hot water smells, not the cold, this is due to the anode rod in the hot water tank. Soft water erodes the metallic anode rod and creates a gas that causes the smell. To solve this problem, contact the manufacturer of the hot water tank, and ask for a non-metallic anode rod.

If you notice an odor from your entire water supply, this may be the presence of other issues with your water. Please contact us, and we can analyze your water to determine the cause of the odor and determine whether additional filtration or equipment is required.

Why does it feel like I can't rinse the soap off my skin when I wash with soft water?

When you wash in soft water, you feel your skin the way it's supposed to feel – clean and silky smooth. When you wash in hard water, the soap you're using reacts with the hardness minerals in the water to form an insoluble residue that's difficult to wash away, resulting in a "squeaky clean" sound/feeling. This is, in fact, your skin sticking because of the soap residue.

Soft water rinses your skin and hair better than hard water and doesn't leave a soap or shampoo residue behind. The silky feeling you experience is actually the natural oils of your skin coming through when not blocked by hard water residue.

If I have a water softener, do I need a drinking water system too?

Your water softener improves the working water throughout your home. This is the water used for bathing, cleaning, and laundry. Softeners are not designed to improve drinking water quality. Drinking water systems improve the water that you use to drink and cook with by removing objectionable tastes, odors, and other potential contaminants. They are designed to significantly reduce to negligible levels the amount of contaminants that are commonly found in city and well water supplies.

Is soft water okay to drink?

Yes, soft water is okay for drinking and cooking. Since your softener regenerates with sodium chloride (salt), keep in mind that there will be a small amount of sodium added to the softened water. People who are on a sodium-restricted diet should consider the added sodium as part of their overall intake. For the highest quality drinking water possible, a Kinetico Drinking Water System will remove as much as 98 percent of total dissolved solids, including sodium, from your water.

FREQUENTLY ASKED QUESTIONS MY KINETICO DRINKING WATER SYSTEM

FILTERS

How do I know if my drinking water system is working properly?

Simply, taste and pressure. If you notice a difference in how your water tastes or if the water pressure from the drinking water faucet decreases, please contact us. It may be as simple as needing new filters.

How will I know when it's time to change the filter(s) on my Kinetico Drinking Water System?

When a filter change is required, you will notice a dramatic reduction in the flow of water. The system's Puremometer will also indicate that it's time for a filter change. The filters typically last for 500 gallons, so for the average family of four, this is approximately nine months to one year. Larger families or high usage of the drinking water will require filter changes more frequently.

What filters do I need?

The type of filters you require is dependent on your household's water supply. This information is located on the inside of the panel of the drinking water system. Although you can change the filters yourself, we recommend that you contact us for assistance. We will be able to determine the exact filters your particular system requires. We'll even come out and change the filters for you and make sure your system is functioning properly. Should your water quality change over time, Kinetico has a wide range of specialty filters to treat a variety of water issues.

Where can I purchase filters for my Kinetico Drinking Water System?

Contact us! Even if you're unsure of what you need, we will be able to determine the type of filters your system requires by checking your installation and service history. Also, you may want to keep a spare set of filters on hand.

Do I still need my refrigerator filter if I have a drinking water system?

This is a personal decision. While high quality water is being delivered to your refrigerator (if installed from your drinking water system), you will need to refer to your refrigerator's owner's manual to determine the risks involved in removing the refrigerator filter.



K5 DRINKING WATER STATION

FREQUENTLY ASKED QUESTIONS MY KINETICO DRINKING WATER SYSTEM

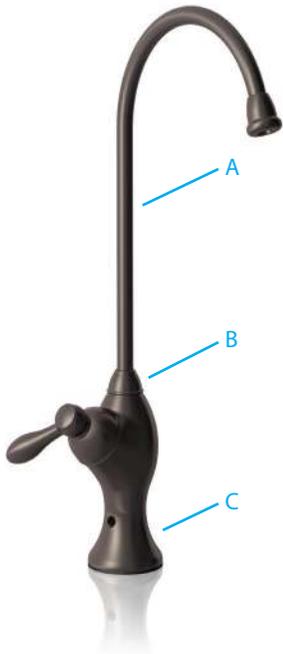
THE FAUCET

Why is my drinking water faucet making noise?

You may have an air-gap faucet due to the specific plumbing codes in your area. This is a normal sound of an air-gap faucet.

Why is water leaking out of the hole on my faucet?

You have an air-gap faucet that was installed due to the specific plumbing codes in your area. When water starts seeping out of the hole, the drain line is plugged. Don't worry; this isn't a malfunction. It is a normal function of the faucet, and the drain line must be cleared to stop the leak.



A - GOOSENECK

B - GOOSENECK BASE

C - FAUCET BASE

OTHER DRINKING WATER QUESTIONS

What's the noise I hear from my drinking water system?

The system is making water and re-filling the storage tank.

How do I turn off my drinking water system?

Kinetic drinking water systems do not have a bypass valve; therefore, if needed, the water to supply to the unit will have to be shut-off. Follow the line from the drinking water system to where it ties into the other plumbing. Normally that is where the shut-off is. If you need further assistance locating the shut-off, please contact us.



WATER BY NUMBERS



- Although a person can live without food for more than a month, a person can only live without water for approximately **one week**.
- The average person in the United States uses **80 to 100 gallons** of water each day. During medieval times a person used only **5 gallons** per day. It takes about two to seven gallons to flush a toilet, **25 to 50 gallons** of water to take a **10 minute** shower and **nine to 12 gallons** to run an automatic dishwasher.
- It takes about **one gallon** of water to process a quarter pound of hamburger, **2,072 gallons** of water to make four new tires and **1,850 gallons** to refine one barrel of crude oil. It takes **1.85 gallons (237 ounces) of water** to manufacture the average **20-ounce** plastic bottle.
- A small drip from a faucet can waste as many as **20 gallons** of water a day.
- More than **two billion people** on earth do not have a safe supply of water. In other words, a quarter of the world's population is without safe drinking water. Most of the world's people must walk at least **three hours** to fetch water.
- Bottled water can be up to **1,000 times more expensive** than tap water. and it may not be as safe. Eighty-six percent of plastic bottles in the United States become garbage or litter, and water bottles can take **400 to 1,000 years** to break down in the landfill.
- Water leads to overall better health by flushing out wastes and bacteria that can cause disease. Water also leads to greater energy levels. The most common cause of daytime fatigue is actually mild dehydration. Nearly **75 percent** of Americans are chronically dehydrated without ever knowing it. How much water is right for you? Typically take your weight in pounds and divide by two. That's how many ounces of water you should drink per day.
- An Ohio State University study demonstrated that soft water reduces the amount of time for weekly household cleaning from **four hours to two hours and 21 minutes** -- a savings of more than **10 eight-hour working days per year**.

WATER TREATMENT AND KINETICO HISTORY

- The U.S. Department of Energy said water heating can account for 14 to 25% of the energy consumed in your home. It is the second highest energy consuming area of a home, next to heating and cooling. Monthly water heating bills can be reduced substantially by softening hard water supplies, according to the Water Quality Research Foundation's (WQRF) Battelle Study. This study shows water softeners to be one of the very highest energy-saving and best green technology appliances that a homeowner can own.
- Ancient Egyptians treated water by siphoning water out of the top of huge jars after allowing the muddy water from the Nile River to settle.
- Hippocrates, known as the father of medicine, directed people in Greece to boil and strain water before drinking it. The main purpose of the bag was to trap sediments that caused bad tastes or odors.
- In Altona, Germany in 1892, the water from the Elbe River was filtered before drinking. At the time, hundreds of people from nearby Hamburg, a city which did not filter their water, died from cholera. The citizens of Altona were untouched by this waterborne disease.
- Water softeners were first introduced into the water treatment market in 1903.
- There is the same amount of water on earth as there was when the earth was formed. The water that comes from your faucet could contain molecules that Neanderthals drank.
- Kinetico Incorporated was founded in 1970 by two engineers who pioneered the development of non-electric, fully automatic water treatment systems. Evolving from the Tangent Company, a small consulting design firm in Geauga County, Ohio, Kinetico soon became a global organization of independent dealers and international distributors representing nearly 100 countries. The company, which is still headquartered in Geauga County, has grown from a two-man, creative undertaking into a strong and dynamic organization.
- The very first Kinetico water softener was sold in 1973.
- Many of the first Kinetico water softeners manufactured and installed back in the 70's are still in-service and functioning well today.
- Her majesty the Queen of England has a Kinetico water softener installed in Buckingham Palace.
- Kinetico donated a water treatment system that cleaned 50,000 gallons of water per day for New Orleans-Area Hurricane Katrina victims. The system treated water right out of the Mississippi River to drinking water specifications. The water was used for the decontamination of search and rescue personnel.



