

Waterwise 4000 Distiller - FAQ

Q1. What do you do about replacing the minerals removed?

A. The minerals that exist in tap water are of an inorganic form and are not beneficial to your system. Minerals that your body needs are in an organic form that you would get from your foods and fresh vegetables.

Q2. How much electricity does it use?

A. The distillers use about 3.2 kilowatts per gallon. Based on the national average electrical cost of 8.48 cents per kilowatt hour, this equates to approximately 28 cents per gallon.

Q3. How big is it... will it fit on my counter?

A. The countertop distillers are about the size of a large coffee maker. They will easily fit on a standard counter. The dimensions are approximately 10" by 16" by 15" tall when in operation.

Q4. Is it OK to use softened water, since it says not to use salt water?

A. Yes, the small amount of salt remaining in softened water will not hurt your distiller, in fact using your softened water will make it easier to clean your distiller, because most of the hard minerals have been removed by the softener.

Q5. What is the pH of distilled water?

A. Water produced through steam distillation in combination with carbon filtration is some of the purest water available. Theoretically, pure water should have a neutral pH reading (7.0). But the very purity that should make steam distilled water neutral also makes it very sensitive to the addition of other substances. The near absence of dissolved solids means the smallest amount of any substance will dramatically change the pH of distilled water.

Q6. How long do they last...and what is the warranty?

A. Our distillers typically provide three to five years of uninterrupted, trouble-free service. These units are warranted against defects in materials and workmanship for a period of one year from the date of purchase.

Q7. What materials are the collectors made of... and are they BPA-free?

A. The material used in the Model 4000 collector is borosilicate glass and is BPA free. The material used for our Model 8800 is polypropylene. The collector/dispenser bottle of the 9000 is Tritan. Both of these materials are BPA-free. Our 7000 series is stainless steel and BPA-free, as well.

Q8. Why aren't all of your collectors made of glass?

A. Borosilicate glass is not as readily available as it used to be and the unique shapes of our collectors make it more difficult and very expensive to obtain molds, etc. for our small quantities. It also takes several years to design, test, and get approval for new containers. And borosilicate glass, being very fragile, does not ship well, and is not as easy to handle.

Q9. Does it remove everything... minerals, vitamins, heavy metals, pharmaceuticals?

A. Tap water is brought to a boil. Steam rises and enters the condensing coil. Cool air is passed across the condenser, converting steam back to pure distilled water. The distilled water then percolates through the coconut shell carbon filter and is collected. The process of steam distillation combined with carbon post filtration effectively removes at least 99% of impurities.

Q10. Why do I need to use carbon filters... doesn't distillation remove everything? Will it work without the filter?

A. Yes, it will work without the filter, but the volatile organic compounds found in the water can cause a bad taste, and could be carcinogenic. The post carbon filter will remove the VOC's from the water and eliminate the bad taste.

Q11. How much water does it make?

A. One gallon of 100% steam distilled water is produced in 4 to 4.5 hours, up to 6 gallons in 24 hours.

Q12. How long does it take?

A. One gallon of 100% steam distilled water is produced in 4 to 4.5 hours.

Q13. How much does it weigh?

A. Without water, the 8800 weighs 14 lbs, the 9000 and the 4000 each weigh 10 lbs. The stainless steel 7000 series as follows: countertop 7000/3-gallon weighs 30 lbs., floor-standing 7000/8-gallon weighs 37 lbs., and 7000/12-gallon weighs 44 lbs.

Q14. What materials are the distillers made from... are they BPA-free?

A. All wetted materials are FDA rated. Boilers are 304 grade stainless steel (4000 and 8800) or a combination of stainless and high temperature polypropylene (9000). Condensing coils are 304 grade stainless steel.

Q15. What maintenance is involved?

A. For optimum performance, you should rinse the boiler after every distillation cycle to remove any loose residue. As deposits build up, use an approved cleaner such as Kleenwise, for monthly cleaning—this frequency varies depending on the quality and hardness of the tap water and frequency of use. The carbon post filter cup should be discarded and replaced every two months or after 60-80 gallons of water processed (whichever comes first), or when undesirable taste/odor is detected.

Q16. Shouldn't I clean it every day... do I have to use Kleenwise?

A. The boiler should be cleaned about once a month. This varies depending on the quality and hardness of the tap water and frequency of use. Rinse the boiler after every distillation cycle with warm tap water to remove any loose residue. You may use our Kleenwise or a 1 to 1 ratio of distilled white vinegar mixed with water.

Q17. Why is distilled water better than alkalized water?

A. Distilled water is the purest form of water available to the average consumer. Your body needs pure water to work at its optimum performance removing waste. Alkalized water has to have contaminants in the water to have the capacity to be alkalized. Water with a pH above 7 has a tendency to make your system create more acidic conditions to offset the alkaline water, therefore it actually works in reverse to some information being circulated.

Q18. What is the micron size of the prefilter?

A. The micron size of our prefilter is 0.5 microns.

Q19. Why is carbon good as post filter for distiller, but not for shower filter?

A. Carbon works very well to remove VOCs as a post carbon filter because the flow rate is greatly reduced (1 gallon in 4 to 4.5 hours), thus the contact time is much greater, which is necessary for the adsorption of the contaminants. In a shower filter, the flow rate is at least 2 to 2.5 gallons per minute, which has a tendency in hot water to actually remove the stored materials from the carbon instead of removing them from the water.