USEFUL INFORMATION ABOUT YOUR WATER PURICATION SYSTEM

PURE WATER

PEOPLE

Welcome to The Pure Water People

You are now the proud owner of a Complete Water Purification System: we would like to take this opportunity to thank you once again for choosing The Pure Water People as your specialised water quality provider.

Following on from your installation, we hope that you are now enjoying all the benefits that your investment promises.

Our dedicated after sales team will keep in touch with you over the coming months to check all is well with your system and they are available for all of your servicing and salt needs.

Of course, if you have any queries or if you want any advice regarding your system, don't hesitate to get in touch!

You can call on **0117 910 9988**

Or email us: info@purewaterpeople.co.uk

Salt and Science

Your purification system is working hard to treat every drop of your water that enters your home, so it naturally needs to be **well maintained** and taken good care of.

Salt does play an **important** role in the overall maintenance of your equipment.

Your mains water unit is purifying all of the water that enters your home as you use it; as hard water passes through its filters and resins, it is holding on to the impurities and will store them.
When your system is full to its “impurity capacity”, it will need to regenerate *(or flush)* itself.

The system regeneration process cleans out and recharges the high-quality resins that are in your system and to do this effectively...it requires high purity tablet SALT.

Please remember to top up and check your salt tank regularly. You can order salt directly from us and we recommend that you place your order when you are down to your **last** bag.

Here at PWP we are committed to being environmentally friendly and we believe that limiting our carbon footprint is incredibly important. With this in mind we carefully optimise routes in all of our delivery areas, so your order may take up to three weeks.

PURE WATER
PEOPLE

You have purchased the best Water Purification System available, please do invest in high quality salt.

The type of salt that you use will be brand-specific to your equipment, so do check beforehand if you plan on purchasing your salt elsewhere. We supply specific brands of tablet salt. For details of these, please contact our servicing team for further information on our main line:

0117 910 9988

We are always happy to advise and help our customers!

PURE WATER
PEOPLE

Equipment servicing – Your 'Complete Purification System' is wrapping a ring of protection around your home and your health. Just like your car, or your boiler, it requires ongoing maintenance. This includes replacement filter changes, water testing, check ups and servicing.

Our dedicated team will contact you annually around the time of your installation anniversary to discuss the options that are relevant to your equipment.

Your drinking water filters - must be changed annually to guarantee the exceptional water quality that you have invested in. You can change these yourself *(by placing an order with us)* or have an engineer come and do this for you. The majority of our new customers do like to have one of our engineers carry out the first service and/or filter change for peace of mind.

PURE WATER
PEOPLE

Aqua Care Scheme – Many of our customers enjoy the flexibility of our Monthly Budgeting Plan, which helps you spread the cost of your annual service, making it an easy and affordable option.

It's easy to arrange and guarantees you a regular visit to your home for a full service or simply to change your drinking water filters.

For further information please telephone our dedicated team to find out more on: **0117 910 9988**
or send us an email: info@purewaterpeople.co.uk

Taking care of your Exterior Wooden Box

Your equipment's new home is made from tanalised hard wood ply and has been treated with its first coat of external varnish.

Your housing is protecting your equipment against all weathers and does require some loving care, attention and maintenance from you.

Unfortunately we cannot varnish your exterior wooden box when we visit your home for your annual service; we recommend that you treat it with a good quality exterior varnish each year to maintain its original installed condition.

PURE WATER
PEOPLE

System by-pass

There are times when you may need to access your raw, untreated tap water – to enable you to do this you are provided with a system by-pass which is located on your main unit.

Typically you would use untreated water for gardening purposes, for filling a swimming pool, or because your water provider may require access for testing.

Below is a simple example of how to turn your by-pass on and off.

Normal Position
System Working
Treated Pure Water

By-Pass Position
System By-Passed
Hard/Untreated Water

PURE WATER
PEOPLE

Frequently Asked Questions

After our engineers have your system up and running with your lovely pure water you might have **further questions**, here is a list of some of those most **frequently asked**.

What should we do with our system when we go on holiday?

If you are leaving home for more than a few days, we always recommend that you turn **off** your stopcock and **not your equipment**. Your equipment operates as and when you are using water. Your engineer will have shown you where your stopcock is located at home.

What would you recommend we use to flush our central heating system out?

We highly recommend that you have your pure water incorporated into your central heating system to gain all of those savings benefits.

We do advise that you use a gentle chemical flush product *(such as Fernox)* to remove the scale and sludge that has accumulated in your system over the years.

Older boilers and radiators do not take kindly to “power-flushing”; it is a relatively aggressive form of treatment and due to the nature and force of the flush, it can be commonplace to find lots of costly leaks. Please consult with your boiler/central heating engineer for further advice.

PURE WATER
PEOPLE

Frequently Asked Questions *cont...*

Should we still add salt to our dishwasher?

Your water is now pre-treated, and your dishwasher will never need salt again!

Your dishwasher used to need salt to avoid hard water related damage and streaking to your dishes - but not anymore!

Can I drink the water upstairs in my house?

Absolutely! Whilst we always recommend that you drink the pure water from your Ultrefiner system to enjoy all of its health benefits, it is still perfectly safe to drink the water from your other taps.

How do I know when my salt is running low, how much should we use?

We advise you not to let your salt levels drop below **25% CAPACITY**.

Depending upon the specification of your equipment, certain models will tell you when your salt is running low.

Many people check their "salt container" on a monthly basis, within the first few months of installation; you will then get a feel for how you use your water and when you need to top up the salt.

PURE WATER
PEOPLE

PWP Customer Loyalty Programme

Recommend Friends and Family and join our customer loyalty programme.

Spread the *'water'* word and tell your friends and family about how fantastic your water quality is at home!

If you recommend us to anyone and they decide to wisely purchase a water purification system, we will reward your amazing loyalty with the following:

- *For the first new customer that you refer - **£150***
- *Your second pure water convert will earn you - **£200***
- *For a third wise adopter of pure water, we will reward you with - **£250***
- *Any further purchasers will reward you with **£300** each.*

(To qualify new customers must purchase a complete house water purification system.)

Pure Water really is the gift that keeps on giving!

PURE WATER
PEOPLE

You've got Pure Water now it's time to break your pattern and change your ways!

Financial return on your investment into pure water can only be measured by you changing your habits; every change that you make, however small, will begin to save you money.

- **Dishwasher tablets Cost The Earth** - switch to liquid and use smaller amounts. Try turning down your programme to a faster eco wash – remember you no longer need to purchase **salt** or **rinse aid**.

- **Change your ways when shopping** - avoid buying expensive cleaning products and bleaching agents as pure water begins to do the hard work for you.

- **Washing machine cycles are costly** - choose a faster, lower temperature cycle on your washing machine and aim to use less detergent as you go. Pure water loves to clean your clothes – try a cold, fast wash on colours and start saving!

- **Bottled water is expensive!** - buy reusable water bottles and save money when you're out and about...after all, your water is the absolute best that money can buy!

- **A little goes a long way with Pure Water** - Soon you will notice that you can use smaller amounts of your personal care products such as shampoos, conditioners, shower gels, even creams.

PURE WATER
PEOPLE

Customer focussed

Thank you for choosing us to take care of your water quality at home.

We do appreciate your investment with us and our aim is to provide you with an exceptional customer experience – from the initial technician's visit at home to your installation and annual servicing appointments. Our dedicated Servicing Team will keep in touch with you when required.

We are about to embark upon a relationship of many years together as you enjoy the benefits of pure water at home. If you change your email address or telephone number, please do let our engineering team have your new details so we can keep in touch with you.

If you have any questions, please call the number below – we are on hand to help and ensure that you get the best from your equipment.

Our offices are open:
Monday *to* Friday

Outside of normal office hours there is an emergency number provided on our answering service.

Call us on **0117 910 9988**
Or email us on **info@purewaterpeople.co.uk**

PURE WATER
PEOPLE

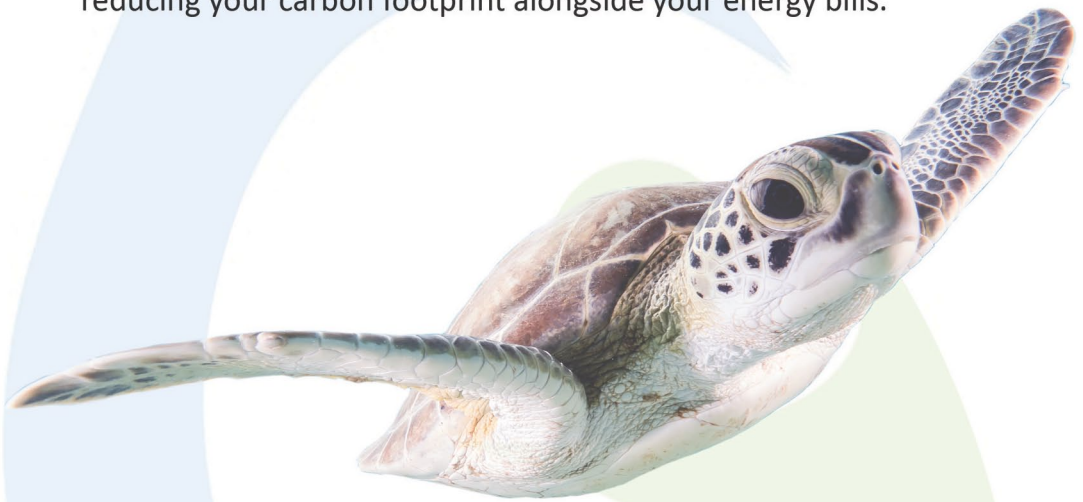
Sustainable and Responsible Business

As a progressive leader in the water treatment industry, we at PWP are serious in our commitment to the environment.

We promote the use of any sustainable process in the manufacture and installation of our equipment.

We consider this environmental stewardship as an essential investment in our customers, staff and the greater community.

Our scientifically advanced range of Water Purification Systems are specifically designed to provide you with pure, safe water and this is beneficial to the environment as well as you. When you purchase one of our systems, your appliances will be more energy efficient, reducing your carbon footprint alongside your energy bills.



PURE WATER
PEOPLE

Notes

PURE WATER
PEOPLE

The Pure Water People Ltd
Unit 1, 38 Midland Road, Staple Hill, Bristol, BS16 4NW
Tel: 0117 910 9988 Email: info@purewaterpeople.co.uk
Registered in England & Wales company number 08569393