



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.



FAQs

KINETICO WATER SOFTENER

What should I expect right after the equipment is installed?

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

How do I know the water is soft?

You should have a good lather in the shower and a soft, slick feeling on your skin.

How often will my water softener regenerate?

Each Kinetico water softener is set up specifically for the household's water chemistry. Your water softener regenerates based on your water usage, causing variations in frequency.

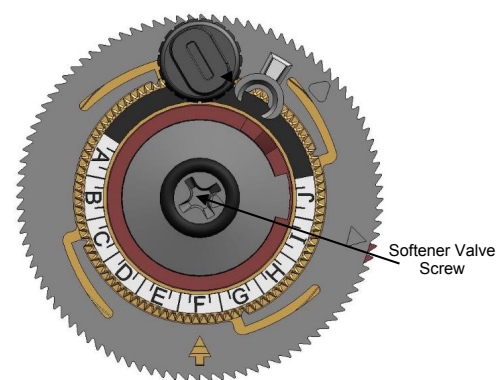
What is the noise I hear coming from the water softener?

This is perfectly normal. It's most likely the regeneration process when water flows through the softener so it can clean itself. Kinetico water softeners regenerate based on the household's water usage, so 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, centered on top of the black valve head. Slowly turn the screw clockwise until you hear three to four 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. For Powerline softener models, please refer to page 7 of your owners manual for manual regeneration steps.

Top View of Softener Valve



Note: Actual softener valve may vary. Softener valve screw will always be in center on non-electric units.

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.

FAQs

SALT AND KINETICO APP

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, take note 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 right) we recommend not to exceed 2/3 of its capacity. If you have a smaller size brine drum (short and square vs. round) it is ok to fill it up to the top.



What salt do I use?

We suggest that you use high-purity salt. Kinetico salt is 99.6% pure and is the best to use for your softener. Un-pure salts, such as solar 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.

Kinetico App and Kinex® Salt Monitor

With the Kinetico App and Kinex Salt Monitor, you never have to check the salt in your brine drum again. You can receive automatic notifications when it's time to add salt, and you can check the salt status any time on your smartphone. You can also request service from your dealer right from the app.



FAQs

KINETICO PRE-FILTER AND BY-PASS



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 after being rinsed or soaked in a solution with Iron Out, while others are disposable. For softener filters on well water, we suggest you clean or change them every one to three months. If you notice low water pressure the filter probably needs to be changed more often. Consult page 13 of your owner's manual for filter change instructions. If you're unsure of the type of filter you need, check under the lid of the brine drum or contact your dealer! They may even offer a service to come out and change your filter for you.

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 will still allow water to the house.

When the green indicator is visible, this means 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.

Note: The instructions above are for a Kinetico by-pass valve. Your by-pass could vary and may not be as described.



GREEN = In Service
YELLOW = By-Pass
RED = No Water

FAQs

GENERAL INFO ABOUT SOFT WATER

My hot water smells. What is causing it?

If only the hot water smells, it is likely 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 an indication that there are other issues with your water. Please contact your dealer, and they can analyze your water to determine the cause of the odor and if 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 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?

Yes, 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 significantly reducing objectionable taste, odor and other potential 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 reduce as much as 98 percent of total dissolved solids, including sodium, from your water.

FAQs

DRINKING WATER SYSTEM INFO

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

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

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.

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?

Kinetico drinking water systems do not have a by-pass valve. If needed, the water supplied 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 your dealer.

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

This is a personal decision. If water is fed to the refrigerator from your drinking water system, you will need to refer to your refrigerator's owner's manual to determine the risks involved with removing the refrigerator filter.



**Aquakinetic A200
Drinking Water System**

FAQs

DRINKING WATER SYSTEM FILTER CHANGES

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

When a filter change is required, you will notice a dramatic reduction in the flow of water. If the system has a Puremometer®, when the indicator drops low, it tells you it's time for a filter change. The filters typically last for 500 gallons.

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 (K5 models only). Although you can change the filters yourself, we recommend that you contact your dealer for assistance. They will be able to determine the exact filters your system requires. They may even come out and change the filters for you, sanitize the system, and check your water to ensure your system is functioning properly. If you choose to install the new filters yourself, carefully follow the instructions found in your owner's manual.

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

Contact your dealer. They will be able to determine the type of filters your system requires by checking your installation and service history.



K5® Drinking Water Station

FAQs

K5 FLEXFILTER OPTIONS

Options for upgrading your K5 Drinking Water System

The K5 with VOC Guard is fully customizable in order to meet the needs of virtually any home. It also comes pre-configured in the four packages listed below. Each package is designed to address a specific set of filtration needs.



Standard Four filters—one to remove chlorine, another to remove contaminants such as metals and nitrates, one to remove volatile organic compounds, and one more to eliminate additional elements that could result in foul tastes and odors.



Guard Offering all the protection of the standard configuration, this package goes on to safeguard your family against additional contaminants that may be in your water: arsenic, perchlorate or chloramine.

Standard filters plus 



Enhance By adding minerals to water already treated by the standard configuration, this package actively supports your nervous system—helping to build strong bones, regulate blood flow and relax muscle tension.

Standard filters plus 



Biopure While the standard configuration cleans your water, this package goes even further, offering the ultimate in purification to alleviate all your water worries and provide total peace of mind.






Standard filters plus 

Customize your own






Along with the standard K5 with VOC Guard cartridges, Kinetico's revolutionary FlexFilters provide customizable filtration to tackle your water's specific filtration needs. Your local Kinetico water specialist will help you determine which filters are best for your water.

The following cartridges are available for the K5. Each is conveniently color-coded. When you need to reorder, you can ask for them by name or by color!

Standard Filters

-  Sediment Prefilter or  High Capacity Carbon/Sediment Prefilter
-  K5 Reverse Osmosis Membrane
-  Taste and Odor Postfilter
-  VOC Guard—Significantly reduces volatile organic compounds (pesticides, paints, cleaning supplies and other chemicals)

FlexFilters

-  **Mineral Plus**—This additive cartridge lets you add beneficial minerals such as magnesium and calcium to your treated drinking water
-  **Purefecta® Guard**—Generates biopure drinking water, significantly reducing 99.9999% of bacteria and 99.99% of viruses
-  **Arsenic Guard**—Specifically designed to filter arsenic (As III)
-  **Perchlorate Guard**—Significantly reduces the amount of perchlorate, a byproduct of certain forms of manufacturing
-  **Chloramine Guard**—Significantly reduces chloramine, a chemical used to treat municipal water sources

FAQs

GENERAL INFO ABOUT REVERSE OSMOSIS

What is reverse osmosis?

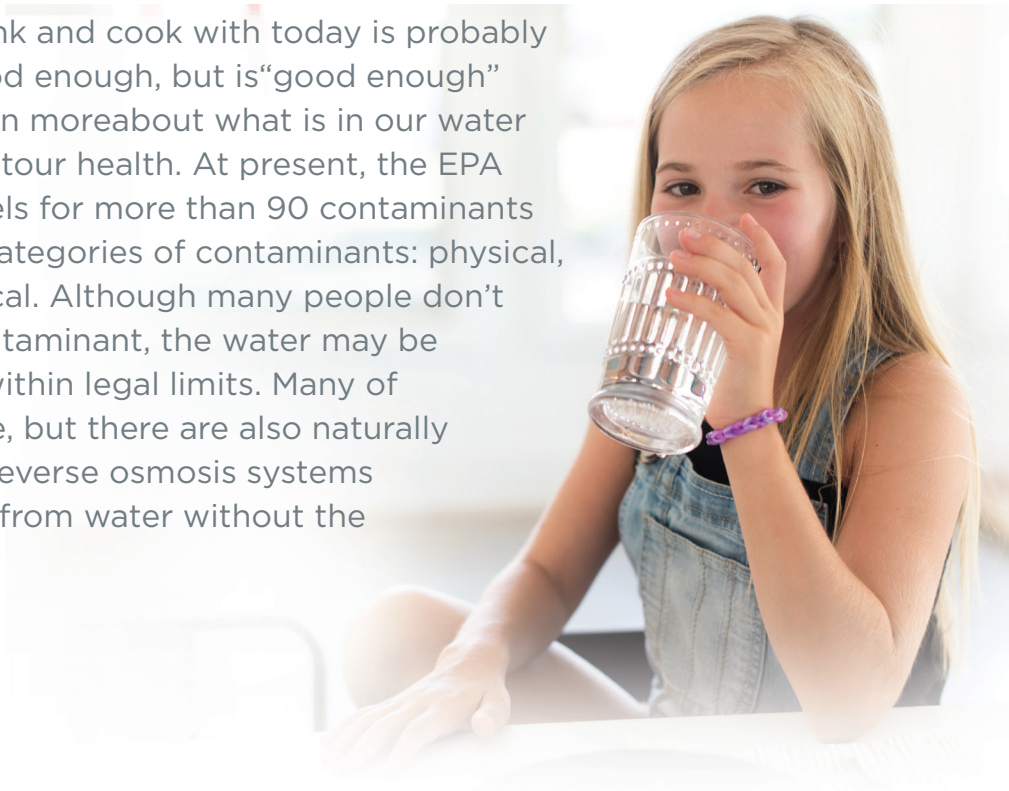
Reverse osmosis, or RO, is a water treatment process in which water passes through a semi-permeable membrane. Reverse osmosis is known for producing great-tasting water and being highly effective for contaminant removal.

How does Reverse osmosis work?

The Reverse osmosis process uses a semi-permeable membrane to separate water from contaminants. “Semi-permeable” means that some things can pass through and others can’t. Holes, or pores, in the RO membrane are just big enough for the passage of a water molecule. Even small particles such as tobacco smoke or paint pigments are too big to flow through an RO membrane. Because the membrane only lets certain molecules pass through, there is some waste. The waste, a highly concentrated solution of contaminants, is sent to the drain. You are left with virtually contaminant-free, clean water that makes it through the membrane, or as we like to say, great-tasting, filtered water.

Why should you care about Reverse osmosis?

The water you and your family drink and cook with today is probably not as clean as it could be. It’s good enough, but is “good enough” okay with you? Every year, we learn more about what is in our water and how these contaminants affect our health. At present, the EPA has set maximum contaminant levels for more than 90 contaminants that exist in water. There are four categories of contaminants: physical, chemical, biological and radiological. Although many people don’t want to drink any amount of a contaminant, the water may be deemed safe to drink, even if it’s within legal limits. Many of these contaminants are man-made, but there are also naturally occurring contaminants in water. Reverse osmosis systems significantly reduce contaminants from water without the use of chemicals.





Please reference the [Kinetico Resource Center](#) for more information on common water problems and how Kinetico can help improve your life through better water.