



HousePure® ScaleStop!
Q & A to meet customer “expectations”

Question: Why would I want the HousePure ScaleStop?

Answer: The HousePure ScaleStop is a whole house filter with scale control. The mineral spots left behind after the water evaporates are what the industry calls “soft scale.” Usually the soft scale can be removed with a damp cloth. Generally you should not need any chemicals to clean the wetted surface.

Question: Are there any other benefits I will receive from using the HousePure ScaleStop?

Answer: Yes, the twin tank HousePure ScaleStop system is made up of a whole house water filter that will improve the taste and overall quality of your water. The second tank has the uniquely manufactured special ScaleStop resin media. Hard minerals are in effect, attracted to the resin media and held in suspension until they pass harmlessly through your households plumbing pipes.

Question: When my water evaporates, will spots be left behind if I install a HousePure ScaleStop?

Answer: Yes! When minerals are left in your water and the water evaporates, spots (scale) will be left behind. The difference is that the scale and spots should be easier to remove as compared to actual hard water scaling.

Question: What is the difference between soft scale and what I currently see on my fixtures and glass shower door?

Answer: With regular hard water spots, unless you wipe them off before they dry, they will be more difficult to remove and might require harsh chemicals (Lime Away®).

The softer scale left behind from the HousePure ScaleStop product usually can be wiped off with a damp cloth even when dry. The important thing to remember is to clean your fixtures and glass doors on a regular basis (every 3 to 5 days). If left alone, many minerals that are typically found in water will become difficult to remove if allowed to build up over time.

Question: Why would I not consider a conventional water softener or conditioner?

Answer: The best solution and time honored process for hard water is a traditional water softener.

However, many people want to address the negative effects of hard water and are concerned for the environment because of added salts when using a water softener.

Many areas have banned water softeners because of the build up of “salts” in the wastewater stream. This makes water reuse difficult for many municipalities.



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Question: When should I not consider purchasing a HousePure ScaleStop product?

Answer: If you or the members of your household are used to enjoying the soft water experience (the slippery feeling), then HousePure ScaleStop is not the best product for you. This feeling can only be accomplished by using a traditional water softener (See our models HP-9100, HP-SOFTFLO, or HP-SOFT).

Question: Is your HousePure ScaleStop a good choice for my brand new home?

Yes. However, *if you have a brand new home and/or the copper plumbing has just been re-piped, you should wait for 90 days before having HousePure ScaleStop installed or install the HousePure ScaleStop using the system temporarily in the bypass mode.* New copper piping can leach small amounts of copper onto the ScaleStop resin which will cause pre-mature failure.

Question: At what level of water hardness will the HousePure ScaleStop product not be effective?

Answer: The manufacturer suggests that the harder the water, the better HousePure ScaleStop will work. However, our “real world” Water, Inc. experience suggests that if hardness is over 20 grains hard, we are suggesting the HousePure ScaleStop not be purchased.

Question: I’m on a well, so how will HousePure ScaleStop perform in my house?

Answer: Before recommending the purchase of HousePure ScaleStop, the manufacturer needs to review your most recent water report. Certain water conditions that are common in private wells can affect the performance of the HousePure ScaleStop technology. This is normally not an issue with municipally supplied water.

Before purchase please read this document and sign below that you understand the benefits and limitations of the HousePure ScaleStop product.

Note: Water, Inc. will not process an order for HousePure ScaleStop without a signed copy of this form. The customer’s signed form must be sent in with the dealer’s purchase order.

Print customer’s name

Customer’s signature and date

Authorized dealer and city