

# FREQUENTLY ASKED QUESTIONS

## What is the difference between a HALO 5 and a water softener?

The differences are profound. It is not an apples to apples comparison. While many softeners are comparably or priced higher than a HALO 5, traditional water softeners are a more expensive less effective way to address hard water scale and corrosion and actually add more contaminants into household water supplies and the environment. Most water hardness treatment systems use ion exchange with salt as a regenerate which can have an adverse effect on our health and the environment. While ion exchange systems substitute salt for calcium, the HALO ION 2.0 Plus in-line water conditioner transforms dissolved calcium for crystallized calcium. Calcium in its crystallized state is rendered harmless and free from its hard properties and scaling effects. For a detailed comparison please see the side by side comparison of "HALO 5 vs. Traditional Softeners".

## What is the maintenance schedule on a HALO 5?

The HALO 5 IS MAINTENANCE FREE. NOTE: In a home with 4 people, the water heater will need to be flushed (of scale solids) 3-4 months after the installation of the HALO 5, or any other HALO solution that includes an HALO ION 2.0 Plus water conditioner. This is because the HALO ION 2.0 Plus water conditioner will dissolve existing scale formation and inhibit hard water corrosion.

## How much water is used during backwash cycle?

On the HALO 5 Stage system, they come preprogrammed to backwash once a week. This is a 10 minute program that includes 6 minutes of fluidizing the media bed and 4 minutes of compaction. On the H5-100 (HALO 5 Stage - 1") System - Approx. 3.5 gallons per minute. NOTE: The water that is discharged during the backwash cycle is actually cleaner than the water that came in from the street. It is safe for plants, can be run into a flower bed or a tree well.

## How does the HALO 5 clean itself with no filters?

It automatically backwashes once a week. This is not so much to clean the system but really to reset the media bed and prevent "channeling". "Channeling" is water passing through the least resistant path of the granular bed avoiding contact time with the carbon resulting in lower effectiveness.

## What are the commercial applications for HALO?

- Food service equipment.
- Heating and boiler applications.
- Cooling and cooling tower applications.
- Swimming pool, spa and water feature applications.
- Agriculture and irrigation applications.

## What separates the HALO 5 from other systems?

We use 2 of the best carbon medias on the market. GAC is great for the removal of chlorine and chloramines. HAC works great with free chlorine. The combination of the two will give you the best results 365 days a year.

We use a tank with a distributor head which reduces backwash rate by 30% or more, and pressure loss properties are improved by upwards of 40%. **WQA tested and approved. NSF 61 Lead free certification.** Integrated Solution (Filters and Conditions) that is effective for the family, home and planet.

- Quality of Collateral Materials
- Scope of Applications
- Variety of Price Points
- Quality of Sales Support
- Quality of Technical Support
- Quality of Customer Service

## How do we know when the HALO 5 is at its end of life?

On the H5-100 unit, after approximately 1 million gallons of usage. If the treated water tests positive for chlorine.

## What is the warranty?

- HALO 5 - Limited lifetime warranty
- 10 years on the tank (up to one replacement)
- 10 years on the control head
- 10 years on the media (up to one carbon boost replacement)
- HALO ION - 10 years

## What is the difference between a HALO 5 and bottled water?

- HALO retains the minerals in the water.
- HALO is available throughout the entire home for bathing, cooking, and drinking water.
- HALO does NOT contain Xenoestrogens, BPA or nano plastics commonly found in bottled water.
- HALO water cost about 1/1000th as much as bottled water.

## How does the HALO ION 2.0 Plus in-line water conditioner work?

The patented system, when installed in a water supply line, controls the formation of scale and corrosion deposits without the use of chemicals. Water passing through the alternating magnetic fields causes most minerals (iron excepted) to stay suspended in the water so they cannot form a hard brittle scale. The entire process bonds calcium ions to each other rather than to your plumbing and fixtures.

Water passes, under pressure, and with minimal turbulence, through alternating magnetic lines of

force perpendicular to the water's flow direction. This causes a polarizing effect upon non-polar constituents in the water, and provides energy of activation level necessary to cause the dissolve of calcium carbonate (calcite)  $\text{CaCO}_3$  within the water to recombine and form "aragonite" (an amorphous powdery form) when the solubility limit is reached. Unlike crystalline  $\text{CaCO}_3$ , aragonite can easily remain suspended in the water stream rather than attaching to system walls as "scale".

The presence of aragonite in the water provides an additional benefit in terms of corrosion protection. A thin film of soft aragonite, which normally forms as a result of long term magnetic treatment, actually prevents free oxygen within the water from attacking metallic components through which the water travels, thus preventing corrosion.

## What is your product used for?

The HALO ION 2.0 Plus in line Water Conditioner has several uses. It is primarily used in commercial applications where scale prevention is required, such as water heater pretreatment or reverse osmosis pretreatment. It is also used for residential applications where the HALO ION is desired for its taste and functional use.

## What is so special about HALO ION In-line Water conditioner?

The HALO ION 2.0 Plus in line water conditioner technology has been in use since 1964. It is the most widely used, recognized and reliable maintenance free system available today. In addition, local bans on soft water equipment or wastewater discharge permits **are not** applicable with this system.

## Why is it important to not use chemicals or sodium in treating water?

1. You are not spending money on them.
2. You are not ingesting them in part or in whole.
3. You are not adding to the pollution of water supplies and the precious environment.

## If the HALO ION does not use chemicals or sodium, what does it use?

Just water! The water is altered through a multi-stage magnetic process. There is nothing to add.

## Will the water test soft after the system is installed?

**NO.** Remember that the calcium is still present, but in an altered, suspended state. A test for hardness in reality is a test for the presence of the minerals calcium and magnesium, which have naturally hard properties. The HALO ION 2.0 Plus in line water conditioner renders them harmless.