

Living Water Frequently Asked Questions

Q: What type of source water can I use with my Living Water?

A: Regular municipal tap water is best. Water from distillers or reverse osmosis units are devoid of minerals and are not easily ionized. Wells can be problematic. Some of the more common problems found in well water is hydrogen sulfide, that rotten egg or sulfur smell, bacteria slime and high iron content. These conditions must be remedied with proper pre-filtration before connecting the Living Water.

Q: What advantages does the Living Water have over reverse osmosis or distillation?

A: Unlike reverse osmosis and distillation which remove all minerals, ionized water concentrates healthy minerals like calcium. Water from RO and distillation can be very acidic and so contributes to the over-acidity of our bodies. Alkaline water helps counteract this acid imbalance.

Q: Can I connect the Living Water to my water softener?

A: We do not recommend using the Living Water with softened water. While some customers have reported good results with soft water, each installation is different.

Q: What if my TDS is high or low?

A: Unlike other units, the Living Water operates under most TDS conditions without the need of additional filters or pre-treatment. In fact, the Living Water automatically will adjust to your changing TDS conditions ensure consistent output quality.

Q: Are there any advantages of drinking ionized water at the higher pH and lower ORP levels?

A: You will normally drink ionized water between 8.5 & 9.5 with a negative ORP in the range of -100 to -450 or a pH above 9.5 is not recommended. While doing so will not harm you. Be advised that drinking water above 9.5 has been known to cause an upset stomach or other flu-like symptoms with some users.

Q: Does the Living Water provide acid water as well as alkaline water?

A: Yes, the ionization process is always producing alkaline and acidic water as it operates. When alkaline water is coming out the flexible tube, acidic water comes out the drain tube. Likewise, if acidic water is coming out the flexible tube, alkaline water comes out the drain. It's like getting two machines in one.

Q: How long will ionized water stay ionized?

A: The antioxidant properties will last approximately 18 to 24+ hours.

Q: How low of an ORP value does the Living Water achieve?

A: A negative ORP indicates it's a strong antioxidant. Depending on the source water, the Living Water can achieve readings as low as -800mv.

Q: When I make alkaline water, it has a milky look to it. Is something wrong?

A: The milky look is a sign that the Living Water is working well. Some refer to this "Glacial Milk". This is the active hydrogen produced by the ionization process. This is excellent water to consume.

Q: What maintenance will the Living Water require?

A: Actually, very little maintenance is required. The Living Water will automatically self-clean after every 12 minutes of use. After 2600 gallons or annually (whichever comes first) you put in a fresh set of filters. Then annually, you perform a deep cleaning to ensure the direct ionization disk is free of mineral build up. A cleaning kit is available for purchase separately.

Q: Why do I need 4 levels of alkaline intensity?

A: This is mainly because the ionized water is detoxifying and people who have toxins built up in their system can experience reactions such as headaches or diarrhea until they become accustomed to drinking alkaline water. Having 4 levels simply offers the convenience of more levels of strength to choose from, thus allowing people to build their tolerance for ionized water without the need to reprogram the unit.