



FAQs

NO BOILING!

1. How can I be sure of SWISSPRO water quality?

Answer: Talk to one of many customers or ask for a free of charge demonstration.

2. Where is SWISSPRO sold ?

Answer: Water filters like SWISSPRO, based on Swiss Water Tech ® technology, are available in many countries including US, Germany, Australia, Japan, Malaysia, China, Taiwan, Thailand and Indonesia.

3. Do I still need to boil the water after the filtration process?

Answer: No, not at all. SWISSPRO+ provides safe and health drinking water free of any harmful germs.

4. What is the difference between SWISSPRO and other water filters?

Answer: See our comparisons Sheet

5. How frequently do I need to change the filters?

Answer: The prefilter is rated for 2 years for PDAM water . The activated carbon should be exchanged once a year. The ceramic filter lasts minimum 2 to 3 years in Normal conditions. These times may change depending on your water quality.

6. How frequently do I need to clean the ceramic filter and how would I know when?

Answer: The cleaning frequency depends on the water quality. Our experiences show, that with Bali PDAM water this is less then once per six months while in Well water it's probably once a month. A notable reduction in water flow is an indicator for cleaning the ceramic element.

7. What about installation and after sales service?

Answer: SWISSPRO offers installation tailored to your local need and requirements. (countertop or under the sink). Our customer service tracks users information in our database and reminds filter change ahead of time. In addition, we offer a 5 year service package.

8. Does SWISSPRO remove minerals from tap water?

Answer: Unlike other common technologies, SWISSPRO only eliminates harmful germs

and bacteria, taste, chemicals and heavy metals. But it does not remove essential minerals from the water. These minerals provide natural taste and are beneficial to our immune system.

9. What is the recommended water pressure?

Answer: We recommend min. 1.5 bar (kg) = 20 psi. The operation pressure ideally is 4 bar, should preferably not exceed 6 bar.

10. What is the expected flow rate?

Answer: This depends on the water pressure. Example : in a standard pipe of ½ " and a water pressure of 4 bar, we can expect approx. 1.3 Liter/Minute after filtration. If we don't know the water pressure we can go by flow (Liters/Minute) as a rule of thumb of 25 to 30% of the normal flow: •If we have 6 liters/minute without filter our flow rate (after filter) is approximately 1.5 Liters.

11. Does SWISSPRO remove hardness ? (iron, calcium)

Answer: No, SWISSPRO does not remove hardness. (see question on minerals) Water with concentration of > 250 mg/L is considered hard. when iron content is high, the water color typically is yellowish. To attend iron we would suggest a separate ion exchange cartridge.

