

OneFlow[®] Anti-Scale System

Frequently Asked Questions



What is OneFlow[®]?

OneFlow is an anti-scaling water treatment technology designed to protect plumbing components, pipes, fixtures, valves, fittings, hot tanks, and similar equipment from the negative effects typically caused by water hardness. OneFlow is an environmentally friendly alternative to water softening or any other treatment device designed to address scale. OneFlow reduces scale by transforming dissolved hardness minerals into harmless, inactive microscopic crystal particles. These crystals stay suspended in the water and have a greatly reduced ability to react negatively and form scale compared with untreated hard water.

How does OneFlow differ from a Water Softener?

OneFlow uses a specially designed media to convert the dissolved primary hardness mineral (calcium carbonate) into a relatively insoluble microscopic crystal so that it cannot cause harm downstream. A water softener, on the other hand, uses the principles of "ion exchange" to remove calcium and magnesium ions from water while replacing them with sodium ions. A water softener requires a control valve, backwashing, drain line, regeneration, and a brine tank to store salt, whereas OneFlow does not require salt, chemicals, or backwashing.

Does OneFlow remove the important minerals in water?

No. OneFlow preserves the beneficial mineral content while reducing the negative scale formation associated with these minerals. By rendering the hardness minerals harmless while still keeping them present, you truly get the best of both worlds. Other treatment methods fall short.

In the 2002 report *Nutrients in Drinking Water*, the World Health Organization writes... "We conclude that hard water is good because it contains nutrients valuable in themselves... To minimize heart disease risk, the ideal water should contain sufficient calcium and magnesium to be moderately hard."



What are some of the ideal applications for OneFlow?

Virtually any application where scale reduction or scale removal from water hardness is required or desirable.

For example: Hotels, Restaurants, Apartment Buildings, Office Buildings, Condo Complexes, Boilers, Irrigation Systems, Humidifiers, Distillers, Steam Generators, Solar Heating Systems, Tankless Water Heaters, RO Pre-Treatment, Mistig Systems, Tract Homes Builders, Laundromats, and numerous Food Service applications are all ideal applications for a OneFlow system.

How about other chemicals found in city water, such as Fluoride and Chlorine, does OneFlow remove them?

No. We all know the important role that chlorine (or chloramine) plays in a public water system. It ensures the delivery of safe potable water to every customer. Fluoride is commonly added to municipal water systems because of the proven benefits it provides in helping develop children's teeth and prevent tooth decay. OneFlow media, by itself, does not remove either of these additives from water. However, some OneFlow cartridge systems contain carbon-based media to remove and reduce chlorine in Food Service and other Point-Of-Use applications. Please contact your local authorized OneFlow Rep for the system most appropriate for your specific application.

What factors may affect the system performance of OneFlow?

Water chemistry and peak flow rate are key factors used to ensure optimal system performance. Most municipally treated (city) water falls well within our performance guidelines for scale control. However, there are chemistry limitations related to possible foulants and interference ions. Water known to contain visible dirt and debris must be strained using a wye-pattern strainer or equivalent (100 mesh) before OneFlow tank systems.

More details are available on the product data sheets and instruction manuals.

As with any water treatment technology, correct sizing of the system is important to ensure proper performance. However, OneFlow is more forgiving of flow variations and unplanned peaks than a conventional water softener.

Does the media in a OneFlow system need to be replaced?

Yes. Tank-based systems require media replacement every three years. Systems should be installed with this in mind. An isolation valve with a bypass loop is recommended for most commercial applications so the tank(s) can be taken off-line for media replacement. Filter housing based systems require cartridge replacement every year. An included monitor (selected systems) will send alerts via text or email when it's time to replace the media. Follow the instructions in the Installation, Operation, and Maintenance Manual included with the OneFlow system.

Are there any application limitations to OneFlow?

Untreated well water may pose a limitation to OneFlow due to the unknown chemistry it often possesses. High hardness is never a problem for OneFlow, but with well water, hardness minerals are often accompanied by other contaminants with levels outside of our operating guidelines. Additionally, closed-loop systems lacking a "blow-down" or "flush valve" are not recommended because the micro-crystals need to exit the system.

How easy is it to install a OneFlow system?

For anyone who has ever installed a Water Pressure Reducing Valve or a Backflow Preventer, installation of a OneFlow system will be relatively easy. Tank systems offer "sweat" or "plastic MPT" connection sizes in ¾", 1", and 1¼". Larger tanks offer single socket or manifold connections in a 2" size. Several OneFlow installation accessories

are offered to accommodate most applications. The OneFlow system is compact allowing for easy installation when space is limited. Its lightweight design allows the installer to transport it using only a hand truck.

What are the ongoing maintenance costs and considerations for OneFlow?

One of the great benefits of the OneFlow technology is the dramatically reduced maintenance requirements. Other than the planned media replacement, there is nothing else required. For tank systems, media replacement is required every three years, while filter housing systems require cartridge replacement annually. That's it.

Why is OneFlow a "Green Technology"?

OneFlow is truly a "Green product" because it saves water and energy in the following ways:

1. Reduces Energy Consumption – OneFlow technology helps keep heat transfer surfaces free of energy-robbing scale formation.
2. Reduces Chemical or Raw Material Consumption – OneFlow requires no chemical or significant ongoing consumable (salt, as an example).
3. Reduces Waste Water Discharge and Water Consumption – Because OneFlow does not discharge or require backwashing, it meets both objectives.
4. Reduces Space Requirements – OneFlow systems use approximately 75% less floor space than water softeners.
5. Preserves nature's minerals in the water. The beneficial minerals, calcium and magnesium, are completely maintained.

For more information, visit TheScaleSolution.com.



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