



## Frequently Asked Questions

### **How Do Our Systems Work?**

Our Pro Elite Systems are fitted to your mains cold water, usually near your kitchen sink. They work using a pump to push water through 5 stages of filtration. Each filter does a different job in the purification process. The filters we use are industry leading technology in water purification. When it comes to water we don't mess around. You deserve the best.

See the video [here](#).

### **Where Does The Tap Go?**

Normally in the corner of your drainer, or on the edge of a worktop. However, you can choose one of our tri-flow taps which start from as little as €295.

### **Do I Have To Have A Separate Tap?**

That's up to you. You can have a separate tap or choose from our stylish range of tri-flows. Have a look [here](#).

### **What Size Is It?**

The Pro Elite 1 measurements are: 39cm in height x 37cm in depth x 15cm in width, the tank diameter is: 19cm height 28cm. Tight on space?

Don't worry we can re-size shelves, take the bottom out of presses, or even fit the machine in a press many metres away!

The Pro Elite 3 & 4 measure 41cm x 38cm x 25cm, including the tank built into the chassis of the unit.

### **I Have A Limescale Problem, Will It Fix That?**

The system eliminates it completely from your drinking water. The most important thing to consider when you have a limescale problem isn't just your washing machine or kettle, it's how that lime is building up in you! You'll also not have to de-scale the kettle or replace your stained glasses.

### **Will it do the whole house?**

Want a whole-house solution? Ask about our CS Whole House Filtration System, Water Conditioners or Water Softeners on

**042-9420517.**

### **Is It Better Than Britta?**

Absolutely! A jug filter or even a single stage cartridge is not very effective at filtering chemicals and microbes from water. In fact, they are a breeding ground for bacteria. These filters merely use a screen to separate particles of dirt from water. If the cartridge isn't changed regularly, you can actually end up with even more contaminants in your water!

### **How Much Is Maintenance / Yearly Service?**

Our services cost €165 and are normally annually. You can pay on direct debit monthly, €13.75 if this suits you. We will change all your filters every year, and test your membrane, which is normally changed bi-annually. We will also sanitize your machine using our ozone machine, which means it'll be chemical-free. It's important to maintain your machine to maximize its life span and to keep your warranty valid.

### **Is It Reverse Osmosis?**

Yes.

### **What Is Reverse Osmosis?**

Reverse osmosis is a process that takes any water back to pure, by putting water through a series of different filters.

### **What If I Don't Like It?**

If for any reason you are not satisfied we'll come and take the system out and refund your money. No strings attached.

### **My Worktops Are Made Of Granite / Quartz / Marble, Is This A Problem?**

Not at all, your installation will take a little longer, (normally an extra 30 minutes) but our engineers have the specialist tools to deal with these worktops. Please note there is a €30 charge for this.

### **How Long Is It Guaranteed For?**

It's guaranteed for 5 years, as long as you service your machine yearly. The expected lifespan of a well-maintained unit is 10-12 years.

### **Does It Use A Lot Of Electricity?**

Not at all, the cost to run a Pro Elite 1 for a year is less than €9!

### **How Often Are You In My Area?**

With over 19 years of experience and customers across the country, most areas are able to be visited within a 2-week cycle.

### **What Does It Taste Like?**

It tastes fresh, clean. After experiencing pure water you'll never want to be without it.

### **Is It Cold?**

Yes, it's the same temperature as your tap water.

### **I Don't Have Much Space, Where Can It Go?**

As well as under the sink it can go into a press nearby, the engineers will be able to work with you to find a nice home for your machine. They are skilled at altering units. Please see here for some examples of machines that have fit in small spaces!

### **Does It Remove The Minerals As Well?**

Yes, initially but then minerals that are essential to you can be added back in if you feel necessary - speak to our team for advice around this.

**How Long Have You Been In Business?**

19 years, and until now it's all been recommendations through word of mouth, so please don't keep us a secret. Tell your friends, colleagues and family.

**How Long Will The Machine Last?**

We warranty the machine for 5 years, provided you service it regularly we expect the machine to last between 10 and 12 years.

**I've Seen Cheaper Ones Elsewhere Why Are The Pro Elites So Much More?**

There are several factors that make these machines more expensive. They are the Rolls Royce of water purifiers. Their size, the quality of manufacturing, the quality of the filters in the machines and lastly the technology. Machines that are based on technology that is 40 years old are available online for cheaper, but you'll find they are inferior. We do stock cheaper machines so please ask for available models if the pro elites are outside of your budget.