



Parafos[®]

FAQ: Frequently Asked Questions

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Parafos®

FAQ: Frequently Asked Questions

A) How does Parafos work Questions

1) How does **Parafos®** prevent scale from forming?

Parafos® “sequesters” or “ties up” scale forming minerals such as calcium and magnesium thereby reducing their ability to form crystals that lead to scale buildup.

2) What will **Parafos®** do to any existing scale build up in my system?

Parafos® has the ability to dissolve and remove existing scale deposits over time. Consult your Keytech representative regarding the recommended flushing procedures for your application.

3) I have iron in my water that causes staining. Will **Parafos®** help?

Yes, **Parafos®** can sequester iron thereby reducing its ability to cause staining.

4) I have corrosion issues that are causing leaks in my system. Can **Parafos®** help?

Yes, **Parafos®** forms a microscopic layer inside the piping surfaces. **Parafos®** protects the metal surfaces from corrosive waters as well as corrosive dissolved gases such as oxygen and carbon dioxide. **Parafos®** also protects the surfaces from chemical corrosion from chlorine or chloramines. **Parafos®** can also reduce corrosion due to dissimilar metals in the system.



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B) Registration Questions

1) **What is NSF?**

NSF is an international recognized, independent organization that certifies and approves water treatment chemicals for use in drinking water ensuring they are safe to use.

2) **Is Parafos® registered with CFIA for use in food plants?**

Yes, **Parafos®** is listed with CFIA (Canadian Food Inspection Agency) for use in food plants as a non-food chemical.

3) **Is Parafos® NSF White Book listed (formerly USDA) for use in US Food Plants?**

Many of our **Parafos®** products are NSF White Book listed for use in food plants. Please consult your Keytech representative for further information.



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C) Health Questions

1) **Is Parafos® safe to have in drinking water?**

Yes, **Parafos®** is safe to use in drinking water. **Parafos®** is NSF Certified for use in drinking water.

2) **Does Parafos® add any taste to the water?**

No, **Parafos®** is clear, colourless and tasteless and does not change the taste, colour or clarity of water.

3) **Will Parafos® remove calcium from my drinking water (an important mineral)?**

No, **Parafos®** sequesters hardness minerals such as calcium so that they don't form scale. **Parafos®** does not remove calcium and therefore it is still present in your water supply.

4) **Does Parafos® add any sodium to my drinking water?**

Parafos® does contain a very small amount of sodium in its composition. Compared to conventional ion exchange water softening that adds a great deal of sodium to water **Parafos®** adds only a small fraction of the amount of sodium (often less than 1% when compared to water softening).



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D) General Questions

- 1) Will my water have a slippery feeling when using **Parafos®** like I have experienced with soft water?

No, when using **Parafos®** the water will feel the same as it usually does.

- 2) I chlorinate my water. Can I mix **Parafos®** with chlorine?

Parafos® should never be directly mixed with any other product. **Parafos®** can be fed in to systems that are also treated with chlorine (or other disinfecting chemicals).

Parafos® should be injected as far away from chlorine injection as possible. Please consult your Keytech Representative for further information.

- 3) Does **Parafos®** use any salt to regenerate like a conventional ion exchange water softener?

No, **Parafos®** does not require salt to regenerate. **Parafos®** eliminates 100% of salt use and all salt going to drain thereby reducing costs and protecting the environment.

- 4) Does **Parafos®** use water to regenerate like a conventional ion exchange water softener?

No, **Parafos®** does not need to regenerate or use any water. No waste water is created. **Parafos®** saves 100% of waste water from being used and sent needlessly to drain thereby reducing costs and protecting the environment.



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E) Feed & Control Questions

1) **How do I feed Parafos®?**

Parafos® is fed by way of a Parados Feed System. **Parafos®** is fed in direct proportion to water flow such that optimal levels are maintained at all time.

2) **Can too much or too little Parafos® be fed?**

Parafos® levels are controlled in proportion to flow. This allows the level to remain optimal at all times. Our feed systems are designed to not allow overfeed. Once the pump is set it seldom requires adjustment.

3) **How do I confirm what level of Parafos® I have?**

Parafos® levels can be confirmed by way of a simple, convenient colour comparison test that takes less than 2 minutes to complete.

4) **My Parafos® level is low (or high) what do I do?**

A simple adjustment to the **Parafos®** pump is required. Once the adjustment is made the **Parafos®** level can be retested to ensure optimal levels are achieved.

5) **My Parafos® level is zero yet I have stock on-line being fed. What do I do?**

The **Parafos®** pump has likely lost its prime. Follow the priming procedure to allow the pump to clear any air pockets. Once primed return the pump to automatic and re-test the **Parafos®** level to ensure optimal levels return.

6) **Does Parafos® require any mixing or preparation prior to using it?**

No, **Parafos®** is a concentrated liquid and comes ready to use with no mixing or preparation required.

7) **Is Parafos® fed directly from the shipping container?**

Yes, **Parafos®** can be fed directly from the shipping container. In some applications solution storage tanks are used and **Parafos®** can be fed directly from the tank to the system.



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F) Installation and Maintenance Questions

1) Is a Parados Feed System expensive to install?

A Parados Feed System is relatively easy to install and costs are reasonable. Installation costs are much less than with conventional ion exchange water softeners.

2) Does the Parados Feed System require much maintenance or repair?

The Parados Feed System seldom requires maintenance or repairs. If they are needed they are usually minor and at a reasonable cost. Maintenance and repair costs are usually only a fraction of those of maintaining a conventional ion exchange water softener.

3) How do I maintain my Parafos® Feed System?

Keytech provides on-site services to test and maintain your Parafos® System ensuring proper levels are being maintained continually.

4) How are the on-site services recorded? Do I receive a report?

Yes, a complete report of the on-site services provided is generated and provided with Keytech's eService Reporting program. This includes Parafos® test levels, meter readings, inventory levels, adjustments and/or maintenance performed, general findings, recommendations and comments.



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G) Environmental and Safety Questions

- 1) I understand **Parafos®** is made from a blend of Ortho and Polyphosphates. Will **Parafos®** add much phosphate to our water causing issues with our waste water and municipality?

Parafos® does add a very small amount of phosphorus to the water and thus the waste water. The level is very low and is not of concern to most municipalities.

- 2) Is **Parafos®** safe to handle and store?

Yes, **Parafos®**, when handled and stored as directed is safe.

- 3) What do I do if I spill **Parafos®**?

Parafos® is a relatively safe product and does not usually cause concerns if spilled. Please consult the product MSDS for clean up instructions.

- 4) What if I get **Parafos®** on my hands or in my eyes?

Parafos® is a relatively safe product and will usually only cause minor discomfort in eyes or skin. Please consult the product MSDS for first aid and Personal Protection instructions.

- 5) I have empty **Parafos®** containers. Can they be recycled?

Yes, **Parafos®** drums or pails can be recycled however we never use used containers to package **Parafos®**. All **Parafos®** containers are new. Used containers can be used for other compatible products or plastic recycled. Consult your Keytech Representative for further information.



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H) Technical Questions

- 1) **I have a cooling tower. Will Parafos® prevent scaling and corrosion in my tower?**
The answer will depend on the water quality and at what cycles of concentration are maintained. Consult your Keytech Representative for further information.

- 2) **I have a steam boiler. Will Parafos® prevent scaling and corrosion in my boiler?**
No. Conventional ion exchange water softening is required for steam boilers and specialized boiler chemical treatments are used to prevent scale and corrosion.

- 3) **Parafos® adds phosphorus to the water. Can I use Parafos® in my cooling tower system or closed loops as phosphorus is a food source for bacteria?**
Parafos® adds only a very small amount of phosphorus to the water supply and is not a significant nutrient source in these systems. Standard bacteriological control programs in these systems are sufficient to maintain effective control.

- 4) **What temperature can Parafos® be effective up to?**
Parafos® can typically be used in normal domestic water systems with temperatures up to 150 F. For higher temperature applications we utilize our Parafos® Gamma water treatment product. Please consult with your Keytech Representative to decide what product is right for the temperatures in your system.

- 5) **My system contains heat exchangers or water heaters with high skin temperatures. Can Parafos® alleviate scale buildup in these units?**
Yes, our Parafos® Gamma series is highly effective at controlling scale buildup in high temperature systems.