

FAQ

How long does the SUPER STERASYL filter last?

The super sterasyll candle life depends firstly on the frequency of cleaning and secondly on the concentration of chemicals it is removing. Because cleaning removes a little bit of the candle material the more you clean the shorter the life of the candle. Nevertheless a typical life expectancy for the ceramic candle in continuous use is 6 to 9 months or 2000 litres per candle for optimal performance. If you are drinking 6 litres per day then by nine months you are close to 2000 litres. Doulton specifically states that the filter should be changed every 6 months as that would be ideal. Note that even after the carbon fill has reached its absorption limit and the chemicals are no longer being removed, the candles will continue to work removing dirt and bacteria.

Does the Doulton filter keep the beneficial (ionic) minerals such as magnesium, calcium, sodium, potassium, and manganese?

The filters in Doulton Water Systems remove sedimentary minerals but keeps beneficial (ionic) minerals. This is because the media formation of the filter elements doesn't attract beneficial minerals. So minerals such as calcium, sodium, potassium, manganese, and magnesium pass through the filter. Sedimentary minerals that are attracted to the filter media such as chloramine and chloride are removed from water along with heavy metals.

Why do Total Dissolved Solids increase when I use a Doulton Water Filter?

With a Doulton Water Filter, the healthy mineral content in your water will increase, leading to a slight increase in your water's Total Dissolved Solids.

Why does the PH of my drinking water increase when I use my ceramic filter?

With a Doulton Water Filter, the healthy mineral content in your water will increase, leading to a slight increase in your water's PH level.

Do Doulton filters work with hard water?

Hard water is basically the presence of calcium carbonate in your drinking water which then appears as limescale caking on the element in your kettle for instance. The ceramic filters do not soften or decalcify water. One of the main advantages of the Doulton filters is that the beneficial minerals present in the water are not removed such as is the case with reverse osmosis or distillation. You may find that the limescale build-up in your Doulton is less or disappears completely using Doulton filtered water. For instance you may see white particles floating in the bottom of your chamber instead of building up on the element. This is due to the fact that the ionic charge of the minerals changes by passing through the ceramic filters, the water becomes more alkaline and is then not able to hold all the minerals in solution, these minerals may then precipitate out and float in the bottom of the lower chamber. Every once in awhile you can rinse out the Doulton and your hard water issue is resolved. You may also find a gritty layer building up and adhering to the sides of the lower chamber. Cleaning out the lower chamber with a mild vinegar solution will get rid of this build-up.

Is all Doulton plastic BPA free?

Yes, all Doulton plastic is BPA free, food-grade polypropylene.

How do I clean a ceramic filter candle?

We recommend a gentle, evenly applied buffing with a scouring pad (scotch bright) until the whiteness of the ceramic returns.

Rubber gloves are recommended to be used during cleaning and NEVER use soap or detergents. If rubber gloves are not worn, we

recommend that you wash your hands before and after servicing the filter. Ensure that the end of the plastic mount does not come into contact with unfiltered water.

How do I know when my ceramic filter element needs cleaning?

When your water flow (the speed water comes out of your tap) lessens, it might be time to clean your water filter.

Why is my ceramic filter element discoloured?

This is great news - your filter element is working! All that discolouration is sediment that has been trapped on the filter's surface and is safely removed from your drinking water.

Can I recycle my old ceramic filter?

Bring the filter to your garden and break the ceramic shell and place broken bits and the carbon in the bottom of a pot plant or in the garden itself, put the remaining plastic frame in your recycle bin. We suggest safely removing the mount using light pressure with a hammer to break it from the filter element. Next, cover the ceramic with an old rag and gently break it into small pieces, again using light pressure with a hammer.

Is it normal to have a little water left in Doulton upper chamber?

Yes it is normal as this is a gravity filter and there will always be a little water left in upper chamber, and not unusual for the last 13 mm to 25mm of water to remain in the upper chamber. By design the

water must pass through very fine micro pores within the elements in order to pass from the upper chamber to the lower chamber. The lower the water level in the upper chamber, the lower the pressure available to force the water through the micro pores. You may have noticed that the system purifies much faster when full than when half full. That's because there is more water pressure. The only way to remedy this problem would be to enlarge the pores of the filter elements. This would of course reduce the efficiency of the Doulton Water Filter System. During each cycle the water left from the previous cycle mixes with the water from the current cycle and is then filtered. There is no need to be concerned about the excess water during normal use. Should you however discontinue using your filter for a period of time such as during a vacation, it would be best to empty both chambers before departing and leave them upside down to dry on the dish rack.

How do we store our system/filters before we go on vacation?

Empty the top chamber and leave the lid off to let the ceramic filters dry. That's it!

Why is there sometimes a metallic taste when the filter is brand new?

When the water initially comes into contact with the carbon in the filter there is a chemical reaction making the water more alkaline. This is perfectly safe to drink and almost always dissipates in a few days. Some people simply discard the first few litres.

Why is there carbon flecks in the bottom of the water purifier?

When the filter is brand new often bits of carbon come out of the filter, this is perfectly normal and the carbon is harmless.

Why is the water not flowing quickly?

Under optimal conditions the flow rate should be approximately 1 to 1.2 litres per hour. If the filter is not flowing quickly, particularly when new, there is a very easy fix as there probably is an air pocket: just remove the filter and place upside down in a pot of water with the ceramic submerged and the thread exposed to the air, leave over night and in the morning when you remove filter from the water shake vigorously up and down for about 10 seconds, then re-insert and you should get a good flow.

Pro Tip: It is sometimes advisable to pre soak your filter before use often referred to as a “fast start”. Certainly not necessary as most filters flow quickly without this procedure.

If you have had your filters for a while, even a few weeks and it slows down it could easily be a buildup of sediment on the outside of the filter preventing water from going through the ceramic, just clean as suggested in a previous FAQ.