



## Commonly asked questions:

**What is the capacity of my TivaWater filter?** Both the upper and lower storage containers have a maximum capacity of 10 liters each. You can easily pour in dirty water at night and have 10 liters of clean water ready to drink in the morning when you awake. It will take 5+ hours to filter 10 liters of dirty water.

**How much water can the TivaWater purify?** The TivaWater filter has a capacity to purify up to 30 liters per day. Because TivaWater uses a patented, filter cloth tray your filter should last for many years without replacing any parts. The quality of your input water will determine how often you will need to gently remove, rinse and replace the filter cloth into its prior position. This is a quick and easy process.

### How can I clean the filter cloth tray?

- a) Clean the filter cloth tray at least once a month or when you can see a significant buildup of sediment/dirt on top of the cloth.
- b) To clean, simply use a brush or soft fabric to rub away the sediment/dirt in a bowl of water or under the filter tap.
- c) Do not use any sharp-edged tools like knives, spoons, forks, etc.
- d) The filter cloth may change color with use over time, due to quality of input water. However, change in color does not impact the ability to trap the smallest particles of sediment/dirt in the water.

**What is the flow rate through the TivaWater filter?** The TivaWater filter purifies approximately 2 liters of drinking water per hour. The slow rate of filtration is one of the mechanisms that kills bacteria.

A slower flow rate may be caused by buildup of sediment/dirt on the filter cloth. Gently remove, clean and replace the filter cloth tray into its prior position to increase flow rate to normal.

**What if the water does not flow out of the TivaWater filter?** This can be caused by a significant buildup of sediment/dirt on the filter cloth tray. Gently remove, clean and replace the filter cloth tray into its prior position to increase flow rate to normal.

**Will the filter media used to purify the water ever clog up and need to be replaced?**

When properly used, the TivaWater filter should last for many years without replacing any parts. However, if the user does not properly use the patented filter cloth tray to prevent sediment and dirt from falling into the filter media, the filter would clog up over time.

**What if the tap starts to leak?** This would be very uncommon. You should contact your local TivaWater representative for a service call. Unusual and destructive use could break the tap, but you can easily get a new tap.

**Can TivaWater purify brackish/salty water?** The TivaWater filter can make water free from harmful bacteria. However, it does not remove dissolved solids or brackishness/saltiness from water. In case you put brackish water into your TivaWater filter, the output water would be microbiologically safe, but there will be no change in taste. It should be noted that putting salty water consistently in the TivaWater filter may also cause it to clog up.

**There are some visible particles inside the TivaWater floating in the water. Is it harmful for me?** The TivaWater filter uses technology such that water flows from the inner compartment into the outer storage compartment. During this process water is purified by flowing through the filter media of extremely small micro particles. All purification of the water happens in the inner compartment which cannot be seen from the outside. These visible particles (black or brown) in the clean water storage compartment may sometimes be visible if the unit is shaken or due to wrong handling. There is, however, no cause for worry, as these particles are completely natural. You can simply empty and rinse the storage container to remove the particles, if you desire.

**Is the tap safe and hygienic?** The tap will come in repeated contact with hands, bottles, glasses, etc. Because of this, you need to make sure that the tap does not get contaminated with germs. Regularly clean and disinfect the tap on the outside of the filter with soap and water, then discard the first 2-3 liters of purified water that flow out of the tap.

**What do I do if a part breaks?** If any part of your TivaWater Filter breaks, please contact your local TivaWater representative for a replacement part. If they do not have the part in stock, you will be placed on a wait list.

For additional assistance, please contact TivaWater: [jake@tivawater.com](mailto:jake@tivawater.com)