FREQUENTLY ASKED QUESTIONS

PARAFOS®

Go to...

We recognize each system and situation is unique. Our team of experts are here to offer support, so give us a call or visit our website!

(800) 799-6211 pacesolutions.com

How Does Parafos Work?

1. **How does Parafos prevent scale from forming?**

   Parafos sequesters calcium and magnesium ions, keeping minerals in suspension and eliminating crystalline scale buildup.

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

   Parafos dissolves and removes existing scale deposits over time.

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

   Yes, Parafos sequesters iron, 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, protecting the metal surfaces from:

   - Corrosive waters
   - Corrosive dissolved gases such as oxygen and carbon dioxide
   - Chemical corrosion from chlorine or chloramines
   - Corrosion due to dissimilar metals in the system

5. **I have a water softener and would like to continue to have soft water. However, I have corrosion issues that are causing leaks in my system. Can Parafos help?**

   Yes, Parafos can be used in conjunction with a water softener. By forming a microscopic layer inside the piping surfaces, Parafos protects the metal surfaces from corrosion and buildup caused by hard water.

Registration

1. **What is NSF?**

   The National Sanitation Foundation (NSF) is an internationally recognized, independent public health and safety organization that certifies and approves water treatment chemicals for safe use in drinking water.

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?**

   Most Parafos products are NSF White Book listed for use in food plants.

Health

1. **Is Parafos safe to have in drinking water?**

   Yes, Parafos is NSF certified safe to use in drinking water.

2. **Does Parafos add any taste to the water?**

   No, Parafos is clear, colourless, and tasteless.

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

   No, Parafos prevents minerals like calcium from forming scale, thus calcium is still present in your water supply.

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

   Parafos contains a trace amount of sodium. Parafos adds only a small fraction of the amount of sodium (often less than 1%) compared to conventional ion exchange water softening.

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 into systems that are also treated with chlorine (or other disinfecting chemicals) but should be introduced as far away from chlorine injection as possible.

3. **Does Parafos use salt to regenerate like a conventional ion exchange water softener?**

   No. Parafos does not need to regenerate, eliminating 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. Zero wastewater is created, thereby reducing costs and protecting the environment.

Feed & Control

1. How do I feed Parafos?

The Parafos Feed System injects in direct proportion to water flow, ensuring that optimal levels are maintained at all times.

2. Can too much or too little Parafos be fed?

The Parafos Feed System is designed to not allow overfeeding. 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 with a simple 2-minute colour comparison test.

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

Simply adjust the Parafos pump then retest to confirm proper levels.

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 use?

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.

Installation & Maintenance

1. **Is a Parafos Feed System expensive to install?**

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

2. **Does the Parafos Feed System require much maintenance or repair?**

   Field data reveals that the Parafos Feed System seldom requires maintenance and repair costs are generally a fraction of conventional ion exchange water softeners.

3. **How do I maintain my Parafos Feed System?**

   Pace Chemical regional partners provide 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 activity report of the on-site services is provided. This includes Parafos test levels, meter readings, inventory levels, adjustments and/or maintenance performed, general findings, recommendations and comments.

Environmental & Safety Questions

1. **Will Parafos add enough phosphate to cause issues with our municipality wastewater regulations?**

   Parafos uses a blend of Ortho and polyphosphates, but only adds a trace amount of phosphate (phosphorus) to the water and thus the wastewater. These levels are well below the allowable limits of most municipalities.

2. **Is Parafos safe to handle and store?**

   Yes. Parafos should always be handled and stored as directed.

3. **What do I do if I spill Parafos?**

   Parafos is a safe product. For cleanup instructions, please consult the product MSDS.

4. **What if I get Parafos on my hands or in my eyes?**

   Parafos will only cause minor discomfort in the eyes or on skin. Please consult the product MSDS for first aid and Personal Protection instructions.

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

   Yes. All Parafos containers are new, but empty drums or pails can be washed and either recycled or used for storage of other compatible products.

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.

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 150º F (65.5º C). Parafos Gamma water treatment product is used for higher temperature applications.

5. **My system contains heat exchangers or water heaters with high skin temperatures. Can Parafos alleviate scale buildup in these units?**

   Yes. Parafos Gamma is highly effective at controlling scale buildup in high-temperature systems.

6. **My system contains PEX piping and associated fittings. Can Parafos be used in these systems?**

   Yes. Parafos can be used for control of scale and corrosion in all types of piping systems including all metal and plastic piping systems.