Pimag Waterfall® FAQ’s

Q. Where is the 1200 gauss magnet positioned and what is its purpose? In your documents it states that this decreases agglomeration.
A. The magnet is located in the blue tube inside the bottom tank where the water flows through to the tap. Water molecules are dipolar and tend to attract each other. Magnets affect the bonding angle between the hydrogen and oxygen atoms in the water molecule. This in turn reduces the molecule cluster groups to become smaller and this is suggested to increase absorption. Agglomeration is defined as the gathering of mass and as the magnet reduces this mass into smaller clusters it decreases agglomeration.

Q. What is ion exchange resin?
A. Ion-exchange resin is used in water purification products and is there to help remove heavy metals while also adding ions such as sodium and potassium that help towards alkaline water.

Q. In the materials it is mentioned that the first layer of the filter contains carbon and alkaline materials. What are these alkaline materials?
A. The alkalising materials will be a number of minerals that promote alkaline water. We do not release a full specification to customers due to proprietary requirements safeguarding our products from being copied.

Q. The second layer contains clay granules what is their role? It also contains bio silver and minerals. What are these minerals?
A. The second layer of our filter contains various elements that help filter contaminants while releasing minerals that help increase pH. We do not release a full specification to customers due to proprietary requirements safeguarding our products from being copied.

Q. The third layer contains fine silica and KDF. What is KDF? The golden layer at the bottom is this KDF or silica sand?
A. KDF is (Kinetic Degradation Fluxion) material that again assists in the reduction of contaminants. This will be the gold looking material.

Q. Through the filtration process, the potential of oxidizing gets low. How does this work?
A. ORP (Oxidation Reduction Potential) is a measure of a water system’s capacity to either release or gain electrons in chemical reactions. ORP is measured in millivolts and indicates if a solution is oxidising or deoxidising. The higher the positive number the more oxidising the solution is and therefore a lower positive number or a negative number will denote that the solution is deoxidising and contains antioxidants. With the reduction of oxidising chemicals such as chlorine the ORP levels will lower and therefore show that the water has more antioxidants.
Q. You create alkaline water. What is the PH?
A. The PiMag Waterfall has been tested in laboratory conditions and has shown to increase the pH from tap water of 7 to 7.5pH to between 8.5 and 9.5pH. Each country and area may differ depending on the source water used.

Q. Is there a major difference in the 1 micron filtration level of the Waterfall compared to the 0.02 micron level in the Maxi?
A. The difference is very small. The PiMag Waterfall has been created to provide alkaline water with a low ORP. To obtain both these aspects you have to be able to filter contaminants and add minerals. The filtration process has been rated, in a laboratory, at 1 micron which will filter a very high percentage of contaminants found in tap water. Our test results, found on MyNikken, prove that the Waterfall matches or exceeds our current water systems in filtering contaminants and adding minerals.

Q. The change period for the filters is 900 l, for the other systems is 2200 l. Have they got a higher life span?
A. The filter life span on the PiMag Waterfall has been rated at 900 litres based on the continued filtration levels required to meet specific contaminant reduction levels. The filter has a different composition to our other filters and therefore cannot be compared like for like. Through extended testing we have increased the timescale on replacement parts.

Q. Filter change times, every 900 l or every 3 months. If I used it 10 times only in 3 months do I have to change the filter?
A. You should be promoting the system as a product that is to be used on a daily basis. You will not be receiving the full benefits of the system if you only use in short periods. Replacement part times are based on a constant usage.

Q. Do any of the Nikken filters remove viruses or bacteria?
A. The test report will advise what our systems will help to reduce if found in your water. We do not test for specific viruses or bacteria.

Q. Some of the water in the top tank seems to not filter and gets stuck. Is this a fault?
A. No, this is not a fault. It is probably because there is an air pocket under the pre filters. The pre filters should be removed and squeezed to remove excess water and re fitted. If not, there may be a bubble under the plastic separator located on the top of the filter column, just below the woven filters. If this occurs, pushing a blunt object down through this cap (poke it a few times in different places) will usually do the trick.

Q. What is the best soaking time for the filter?
A. The optimal filter soaking time is overnight / 24 hours.

Q. How long will Nikken supply the replacement parts for the other Water products?
A. This will be for a number of years in the same way as we have continued to supply the original Air Power 5 filters.

Q. What is the difference between the Maxi stones and the Waterfall stones and can I use my Maxi stones in the Waterfall?
A. The Waterfall stones have slightly different mineral elements to the Maxi stones and the system has only been tested based on these stones. We cannot guarantee any results for the Waterfall based on using Maxi stones.

Q. Sometimes my filter leaks water down the side and into the bottom tank, how can I stop this?
A. You should first check that the filter is positioned correctly in the top tank and pushed all the way down the hole so it sits on the ledge. It can happen that the filter is not level and the water leaks on one side. A good option is to remove the top tank while the filter is in place and grab the bottom of the filter while using your thumbs to push against the bottom of the tank. This enables you to manoeuvre the filter into place and to make sure it is level. Once you have done this you can fill the top tank with a litre of water to test that the leak has stopped. Another option is to remove the silicone seal that sits around the top of the filter just below the cap and to then replace it. This may help to remove any small dents that are allowing the water to leak.