

Franke Triflow

Water Filter System with Katadyn Inside

Questions and Answers

Twenty Commonly Asked Questions with Answers

Q. What does the system remove?

A. The Franke Triflow system, with FRX02 cartridge, removes a broad range of contaminants from water. Contaminants found in water can essentially be placed in three different categories - **microbiological, chemical and aesthetic**. Impurities within these categories that are removed by the Franke Triflow system include - harmful bacteria, protozoan organisms such as Giardia and Cryptosporidium cysts, chlorine, foul tastes and odours, specific chemicals, rust particles, sediment and numerous other undesirable contaminants including particles above 0.2 microns in size.

Q. Why is it necessary to filter the water supply?

A. It is only over the last 100 years that man has really understood how crucial the quality of drinking water is to health and well-being. Great strides have been made in almost eradicating diseases like cholera, typhoid and dysentery - particularly in the developed world. The main contributor to this progress, however, is chlorination of the water supply which, in itself, creates an unpleasant residual taste and odour. The majority of complaints received by water supply companies are due to taste and odour. Furthermore, over the last 100 years, industrialisation has resulted in pollution of our land and water courses, which will cause water contamination for many years to come. Indeed, we continue to learn more about the effect of trace contaminants on health, and the quality of drinking water is an ever changing science.

Q. What does the filter leave in the water?

A. The Franke Triflow system is designed to remove harmful contaminants from water while leaving minerals essential to good health and taste intact. Calcium, for example, that contributes to the overall taste of drinking water, is a major component of bones and teeth and is essential for various bodily processes such as blood clotting. While some products such as distillers and reverse osmosis systems remove calcium and other beneficial elements, the Franke Triflow system has been designed to remove only harmful contaminants while leaving essential minerals intact.

Q. Will there be a noticeable difference in the quality of water from the purified supply?

A. Yes. Most people immediately notice a significant difference in the overall quality of filtered water when they install a Franke Triflow system. The extent of this depends largely on the level of contaminants in the water and individual sensory thresholds. Most complaints relating to the taste and odour of tap water are due to the presence of chlorine. As the system removes turbidity and discolouration, people often notice a marked improvement in the clarity of the purified water. Pure water enhances the flavour of tea, coffee, soups and cooking in general.



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Q. How does the Franke Triflow system work?

A. The Triflow tap has been designed to work in much the same way as a conventional sink mixer. A unique feature of the Franke Triflow is the provision of an additional waterway and valve mechanism for the supply of purified water. Hot and cold water are dispensed independently or mixed as required. Pure water is obtained by selecting the centre handle on the tap body.

By selecting and turning the centre handle on the tap body, cold water is diverted to the purifier positioned under the sink. The housing of this unit contains the replaceable Franke Cartridge.

The FRX02 cartridge is constructed in four parts:

- 1) An outer shell of microporous ceramic that removes harmful bacteria, cysts, turbidity, dirt, rust, sediment, and other particles above 0.2 microns. For comparative purposes a red blood cell is approximately 7 microns in size while the lower field of human vision is estimated at 20 microns.
- 2) Katadyn ceramic is impregnated with silver during the manufacturing process. The silver ions attract the DNA and enzymes in any bacteria that have been trapped by the ceramic and prevents their reproduction.
- 3) An extruded matrix core which incorporates a scientifically formulated blend of materials dedicated to the removal of a broad range of contaminants. These include chlorine and other specific chemicals, foul tastes and odours and other undesirable contaminants.
- 4) The extruded matrix core contains an additional material that will remove heavy metals such as lead.

After purification, the water continues through its own separate channel and is dispensed independently with no risk of cross contamination from the hot and cold supplies.

Q. How will I know when I need to change the cartridge?

A. After six months use the matrix core begins to lose its effectiveness. This is because the extruded carbon core becomes exhausted and its efficiency falls off. The white customer information wallet supplied with the system contains a registration card, on which is printed a unique serial number. Returning the card enables us to register your details, which in turn will ensure you receive a reminder when a cartridge change is due. Registration will also assist us in dealing with any additional enquiries you may have.

Q. How difficult is it to change the cartridge?

A. The procedure for replacing the cartridge is very simple and takes only a few minutes. Full instructions explaining how to change the cartridge can be found in the white customer wallet and with every replacement cartridge.



Katadyn of Switzerland
Exclusive suppliers of Filter Cartridges for Franke Triflow



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Q. How much space does the system take up?

A. Apart from the tap, which is a standard fitting of normal size, the system takes up very little space. The filtration unit is only 31cm high and fits neatly under the sink in a base cabinet.

Q. Does the system require the use of chemicals or electricity?

A. No. The system has been designed to work from mains water pressure, does not require the use of any chemicals and the cartridge is constructed entirely of approved materials.

Q. What is the operating pressure of the Franke Triflow system?

A. The system works on normal mains pressure. The maximum pressure the unit should be subjected to has been calculated at 75psi (5 bar). The minimum recommended pressure is 25psi (1.7 bar). Small dedicated pumps are available to deal with low pressure situations and pressure limiting valves can be supplied for people experiencing a higher than average water pressure.

Q. What is the flow rate from the pure water supply?

A. The recommended flow rate for the Franke Triflow is 1¹/₂-2 litres per minute. For optimum removal performance, adjust the service valve to set the flow rate.

Q. What are the minimum and maximum temperatures the system should be subjected to?

A. The purifier should never be subjected to freezing as this can damage the structure of the matrix core and the housing. Damage can also occur if the purifier is subjected to hot water, although cold water can be passed through it to an Instant hot unit. The recommended maximum temperature of the hot water supply to the Triflow tap in metal finishes is 85 degrees centigrade. For painted and powder coated finishes the maximum recommended is 65 degrees centigrade as temperatures above this may crack the finish.

Q. Can I purchase the Triflow tap without the purifier?

A. No. The Franke Triflow has been designed as a complete system and the purifier is an integral part of it. The tap is not designed to work with any other filters and adapting it to do so will invalidate the warranty.

Q. Does the Franke Triflow system soften water?

A. No. The Franke Triflow is not a water softener but can be used in conjunction with a household softener thereby supplying hot soft, cold soft and hard pure drinking water. Hard water is good for drinking while soft water is beneficial for bathing and uses that do not involve the actual consumption of water.

Please note: the professional trend Triflow has a different inlet fitting from other Triflow products and is not suitable for use with softened water.



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Q. Do I need to purchase a separate purifier for the water dispenser in my refrigerator or for my instant hot water unit?

A. No. A special fixing kit incorporating a tee piece is available locally thereby allowing further supplies of purified water to be drawn off from a single unit.

Q. Will the purifier stop my kettle from scaling up?

A. The Franke Triflow is not a water softener, and unlike some filters, does not remove the minerals essential to good health and taste. Calcium and magnesium, perhaps the most essential of these minerals, are the cause of scaling. When water is boiled, some of the temporary hardness in the form of calcium carbonate is precipitated out. In extreme cases this results in the appearance of white flecks in the boiled water or as a surface film on tea and coffee.

A specialist cartridge is available for customers concerned mainly with scale prevention.

Q. How do I clean the tap without damaging the finish?

A. Care should be taken not to damage the plated or painted finish of the tap. To clean the unit all that is required is to gently wipe over the surface with a soft damp cloth. You should not under any circumstances use proprietary abrasive liquids, chemicals, powders, or scouring pads to clean the tap.

Q. Is the Franke Triflow system guaranteed?

A. Yes. The product is covered for defects in material and workmanship when properly installed and operated in accordance with our instructions. (A registration/warranty cost is enclosed with each tap giving full details of the product warranty).

The cartridge life will depend on influent water quality, pressure and overall usage and is not covered by this warranty.

Q. Does the Franke Triflow system remove nitrates?

A. The FRX02 system is not designed to remove nitrates and while it will remove a certain percentage this can be regarded as accidental. The actual amount removed depends on whether or not any of the nitrate present is organically bound. There has been a lot of misinformation in the media about the dangers of nitrate in drinking water and a fact sheet dealing with this topic is available on request. Franke Triflow can supply a separate cartridge to specifically reduce nitrate levels should this be necessary.

Q. Will the Franke Triflow fit a sink with a standard size hole?

A. Yes. The base of the Triflow tap conforms with International standards relating to the diameter of the tap base and mounting hole. An additional 30mm hole will be required for a Franke Triflow with rinse.



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