



How to Deal with Algae

Don't panic!

Our independent laboratory has confirmed that the green growth that you may find in your lower tank is chlorophyta, or green algae. Algae are not considered harmful to humans; in fact many health food stores sell dried green algae. Algae can grow in your lower Santevia™ tank because the water is ultra clean, with zero chlorine or chlorine by-products to prevent growth. Algae formation can be removed or prevented by cleaning your Santevia™ regularly, especially in the summertime, or if your Santevia™ is exposed to sunlight.

How does Algae get into the lower tank?

The plain truth is that we do not know. We have had an independent laboratory test each component of the Santevia™ filtering and re-mineralizing media. All have tested negative for algae, so we know the spores were not present when you purchased your Santevia™ System.

The lab did tell us that algae spores are everywhere in our environment – in the air, on people's hands, and in virtually all water treatment and delivery systems. The spores may be introduced inadvertently through tap water during assembly or cleaning, especially if the various components are not dried thoroughly prior to assembly. Contamination might also occur by algae spores in the air.

While we are unable to specify what causes algae, our experience shows that algae mainly takes hold in systems where low use allows purified, chlorine-free water to sit in the lower tank for extended periods, or when the Santevia™ is in direct sunshine or a high light area.

How do I fix this?

Algae often attaches to the silicone washer or the magnetic nut on the tap assembly. At the first sign of algae, perform a quarterly maintenance as outlined in your Assembly & Care Manual, or watch the maintenance video on our home page (www.santevia.com).

- Disassemble the system
- Wash the lower tank in a natural cleaning solution, or white vinegar and water solution or 3% Hydrogen Peroxide.
- Allow some of the cleaning solution to flow through the tap. You may want to use a Q-tip to assist in cleaning the magnetic nut and in the tap.
- Rinse everything thoroughly
- Remove the minerals from the plastic mineral basket and boil them for 7 minutes
- Clean your ceramic pre-filter (use the green side of a Scotch-Brite scrub sponge)
- Rinse your 5 stage ultrasonic filter in an upright position under cool water for 5 – 7 minutes
- Dry all components that are in the lower tank thoroughly (don't reintroduce the algae)
- If Stage 3 (silica sand - white layer) or Stage 4 (zeolite granules) of your 5 stage ultrasonic filter are green, you must replace the filter
- The more thoroughly you clean and dry your system, the less likely it is that the algae will reappear

We are encouraging users to “release their minerals” by placing them directly into the lower tank; this removes one piece of unnecessary plastic and makes the periodic cleaning and regeneration of the stones simpler. If you wish to continue to use the mineral basket, scrub it thoroughly in a natural cleaning solution, rinse and dry well. Reassemble your Santevia™ and refill.