

-- Original Message -----

From: Alyce Painter  
On 6/19/2024 9:26 AM,  
Subject: Re: Proof  
hi Pam

This is for all the skeptics that isn't sure that it will remove rust or iron.  
Everyone I told what I was doing questioned my cognitive ability.  
Make sure you let everyone know if a 71 year old female can do it anyone can!  
Thank You,  
Lisa Painter

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--- Original Message -----

From: Bob Jones  
Sent: Sunday, March 13, 2022 6:52 PM  
To: 'Krista @ Aqua Genesis' <info@aquagenesisusa.com>

Krista,

Many thanks for your e-mail. I am a returning customer as this will be my second ScaleWatcher 3 that I am purchasing from Aqua Genesis. I purchased my first Scalewatcher 3 from Aqua Genesis back on Feb 21, 2010-it was a bit more expensive then. My first ScaleWatcher served me well and was still in service when I sold my home this past December 2021. The buyers saw it during their walk-through and asked if I would be willing to leave it with the house. I obliged of course. So now I am in my new place (not far from the old place) and the water is just as hard.

I am looking forward to receiving my second ScaleWatcher 3 and installing it. I am hopeful that it provides me many, many years of softer water and trouble-free service as the first one did.

Kind regards,

Robert Jones  
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From Kathy & Dennis, in La Luz Canyon, NM:

May 17, 2019

My Scalewatcher was installed 5 years ago and we are very pleased with the results. The glass door on our shower stays clean - we don't soften our water but the water is still refreshing when we shower. Same with the dishwasher and laundry - nothing appears to be spotted with hard water deposits... and we have extremely hard water!

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----Original Message-----

From: Aquagenesis Usa [mailto:info@aquagenesisusa.com]  
Sent: Friday, August 10, 2018 8:50 AM  
To: aquagenesis@cruzio.com  
Subject: Aquagenesis Usa: Aqua Genesis 4 Star Descaler

This is an enquiry email via <https://www.aquagenesisusa.com/> from:  
Ronald & Rosemary Sterner <sternerrw@att.net>

I just thought I would let you know how much we like our 4 Star unit that we installed in July 2018. We have the unit installed at the incoming copper supply line to our cabin and garage / guest apartment. It supplies two kitchens and 2 1/2 baths. The calcium build up is nearly eliminated from all water fixtures, showers and toilets as well as the outdoor water spigots. We are continuing to get calcium particle when we flush the hot water tanks and I expect this is normal as

the unit is cleaning out the build up in the cabin. The cabin was built in 2001 as the garage was built in 2011. Our community well supplied water is 26 gpg hardness. Just a side note. My wife said she is using about 20 % less detergent when washing clothes. Shower glass and dish spotting is greatly reduced.

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From: Mark Pickard [mailto:markpickard@yahoo.com]  
Sent: Monday, February 23, 2015 8:24 AM  
To: info@aquagenesisusa.com  
Subject: Aqua Genesis USA: You got convinced!  
This is an enquiry e-mail via <http://www.aquagenesisusa.com/> from:Mark Pickard  
<markpickard@yahoo.com>

I installed the scalewatcher 3 star last week. Here's my review I posted on Amazon. Very Satisfied so far.

I've never had my water tested but know it's low iron and we get a lot of scale build up on our fixtures and around the drains. 1x per year I have to remove and soak shower heads and faucet aerators in CLR to remove the lime scale, and soak, scrape, clean dishwasher nozzles. My family doesn't really care for the taste of soft water and I didn't want to go through the hassle of adding plumbing to have a drinking water line. I installed the Scalewatcher 3 Star without telling my Wife, 10yo son, 11yo daughter that I was doing so, on a horizontal section of 3/4" Wirsbo water pipe on the exit side of my pressure tank before any T's. The directions indicate 20 wire wraps per layer (double wrapped) is required minimum but says add an additional 20 - 40 wraps if your water usage is high. Family of 4 I consider my water use medium high. I found the center of the wire, decided I needed 14" of wire tale to reach the control unit and wrapped the remaining length of the wire around the pipe as instructed which resulted in approx 120 wraps for each layer. I fired up the unit, lights worked as expected and walked away. My wife was currently doing laundry. 3 hrs later I washed my hands and immediately recognized the water felt softer. After 8hrs of operation my daughter took a shower, I asked how was your shower, her reply was, "The water felt wetter, I couldn't get my hair rinsed out", I asked what do you mean it felt wetter, water is wet, it doesn't get wetter. She replied, I can't explain it, it just feels wetter. My son chimed in and said "I know, my soap was very foamy and slimy, it didn't rinse off good. I said, hmm, when did this start? They both replied just tonight. Then they continued to drill me, "did you do something with the water?" of which I replied "No, didn't do a thing." They both insist something is different. My experience was similar, I would say the water feels in between untreated water and a professionally installed kinetico water softener that my parents and friend own. Water flavor appears to be unchanged, it tasted great before and tastes great after. After 3 days of operation the scale is flaking off the shower head without being wiped and I can progressively see it getting cleaner. The only person that hasn't made any mention of change is my wife, whom is a busy bee, doesn't pay a lot of attention to irrelevant detail and just goes and does all day everyday keeping a house and with her job. Both of my children are critical thinkers, very detail oriented, skeptical and critical like myself. I'm going to wait till the end of the 3 months to see how long it takes for her to comment on the water before I tell her what I've done. Currently I have two children that offered some evidence of change in the feel of the water and my biased recognition and 1 person that hasn't made a comment, but I haven't pried for it either. I was expecting to wait 3 months before I recognized any change but I must say it appears to have immediate results? I'm about as critical and skeptical as they come and was really expecting this thing to be a hoax but so far so good?

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From: scottinchrist@gmail.com [mailto:scottinchrist@gmail.com] On Behalf Of Scott Bronner  
Sent: Wednesday, March 06, 2013 10:05 PM  
To: James Palminteri Cc: Taeko Bronner  
Subject: Scalewatcher 3

Hello James,  
AquaGenesis told me it was OK to ask you about your Scalewatcher 3. I am considering buying this or Scalewatcher 4 because Lancaster PA water is very hard (between 16 and 18). However, I've also read negative reviews online about the science behind the electromagnetic affect. What has been your experience? An email is fine. Can you hit "Reply All" as my main email has been

acting a little funny lately or just put in taekoinchrist@gmail.com and scottinchrist@gmail.com  
Thank you so much for being willing to share your experience.  
Warmly, Scott & Taeko Bronner

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Address: Scott & Taeko (pronounced Tyco) Bronner  
1544 Dunmore Drive Lancaster, Pennsylvania 17602 (USA)  
Tel/Voice/Fax (U.S.): 717-390-9089 (call here 1st; 10 AM to 10 PM)  
Scott's Cell: 717-314-9880 (used off & on - no messages)

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-----From: James Palminteri <j\_palminteri@hotmail.com>  
Subject: RE: Scalewatcher 3  
Date: March 7, 2013 9:02:06 PM GMT+07:00  
To: Scott Bronner <nationsfriends@gmail.com>  
Cc: Taeko Bronner <taekoinchrist@gmail.com>

I have used a Scalewatcher for 25 years in my current house and have one in my new house as well. Yes the water is hard here, but the technology works. It is proven. Scalewatcher is a product of the original inventor and is not a copycat. If you feel the water may too hard, then buy the larger model. I have two of the 3's and they work great at 15-20 grains hardness. I have PA America which is indicative of all the water around here, which is very hard.

I would think you would be alright with the 3, but a larger one won't hurt, just cost you more money. The larger ones are rated for 100 grains hardness. The 3 is rated to 50 grains hardness. Take your pick.

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Subject: Scalewatcher 4 Star unit  
Date: Fri, 4 Oct 2013 14:40:57 -0400  
From: Mike Puleo <mbpuleo@gmail.com>  
To: sales@scalewatcher.com

It has been 6 months since the installation of the 4 star unit in my home. Within a couple of week of the installation of the unit I noticed a significant reduction in the mineral build up on my shower heads and toilets. Also, I have noticed some improvement in the quality of the water softness. I would recommend the 4 star unit for anyone looking to improve the water quality in their home regarding the 2 issues I note above.

Thanks.  
Mike Puleo

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From: Ted Hilton <hilton@revhk.com>  
Subject: Are you ready???  
Date: June 10, 2013 8:39:07 AM GMT+07:00  
To: Pam mcdowell <sales@scalewatcher.com>  
Reply-To: hilton@revhk.com

Good Monday Morning Pam,

Would you believe that it's been 23 days since I installed the 4 Star, which means I'm overdo for my first report (I seem to remember telling you I'd let you know, regardless of what's happening, in a couple of weeks). Sorry for the delay. Before giving you this report, I'd like to ask how you've been since we last talked and if your weather's been any better than ours?? We're still having far cooler temperatures than I enjoy - and lots of moisture too. Now, that the niceties are complete, here's my first report:

My wife made an observation on Friday and then shared it with me. She can't remember when her dishes, including the cutlery, have ever come out of the dishwasher shining as bright as they are right now - - and completely spotless.

Because she hasn't changed the way she washes them, or the washing materials she uses, I thought that this was something you might be interested in hearing, especially when, based on her unsolicited observation, I believe this is the result of the 4 Star doing it's job - - - for which I thank you. That's it, until I prepare my monthly report.

Take care.  
Ted

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From: "Edward Zunino" <EZunino@kennettsquarepolice.org>  
Subject: scalewatcher  
Date: October 14, 2013 9:18:40 PM GMT+07:00  
To: <sales@scalewatcher.com>  
Attn: Pam McDowell

Dear Pam,  
I wanted to write and let you know how happy we are with the two Scalewatcher 4 star units that we installed at our home and apartment house. Before installation of the Scalewatcher units it was quite the norm for me to have to take apart our sink strainers and side sprays and clean the screens every couple weeks or so because they would start clogging up with scale. It was also necessary for me to drain the bottom of our hot water heaters a few times a year to remove the built up scale deposits that would be in there. The installation of the Scalewatcher was quite simple and the directions were very user friendly.  
I am truly amazed how effective this product is at eliminating scale. I no longer get build-ups of scale in our sink strainers or hot water heaters. My satisfaction with the Scalewatcher is truly 100%. Please feel free to use me as a reference. Thank you very much for a great product that really works as advertised.

Edward A. Zunino  
5 Morningside Court  
West Grove, PA. 19348  
610-869-7670  
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From: Larry Thornhill [mailto:LThorn@gvec.net] ?Sent: Monday, September 03, 2012 8:09 PM?To: Eduardo Jalles?Subject: ScaleWatcher 3  
September 03, 2012  
Eduardo Jalles  
Aqua Genesis USA Inc.

Dear Mr. Jalles,  
In April 2012 I received a ScaleWatcher 3 star. I installed this unit on a one inch pipe leading into a baptistry at the church. Water volume was approximately 750 gallons and the system included a pump, heater, and filter. The side walls had considerable scale build up. After six weeks I started using a 6 inch synthetic scraper that would not mar the finish. I would wipe over all scale deposits lightly and I could see particles (scale) drifting to the bottom. It is now August, 4 months after the installation and the majority of scale is gone. The amount of chlorine used is next to none.

The heater operates more efficiently and the water is clear.

Thank you AquaGenesis.

Rev. Larry Thornhill  
CHURCH OF CHRIST  
Shiner, TX  
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Date: 10 November 2011 8:57:31 AM GMT+07:00  
To: "sales@scalewatcher.com" <sales@scalewatcher.com>  
Subject: testimony

I have used a Scalewatcher System (Model DS-3) for several years and it has reduced or eliminated scale in our home all that time. Before purchasing the system we had to replace our hotwater furnace coil more often than I would like to admit. Since the system has been installed, our furnace coil has not had to be replaced. Not only am I impressed by the product but I am even more impressed by the company.

This fall I had a new zone added to our house and the old zones reorganized. During the process the plumbers misplaced or threw away the DS-3 coil that wraps the pipe. I phoned Scalewatcher

in Oxford, PA and was greeted by a living human voice, which is a treat in this digital age. The lady was polite, listened to my story and transferred me to Pam, another living human voice, who listened to my problem. She quickly asked me to send her an email and she would get back with the information I needed. Not only did she have the coil sent out immediately, at no cost, but also emailed me the manual. This kind of service and attention to a customer makes a company worth dealing with. Thank you again.

Byron Morse

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from: Pam <sales@scalewatcher.com>  
Subject: Re: questions facing Fair  
Date: 2 June 2011 12:23:42 AM GMT+07:00  
To: Jan P. de Baat Doelman <Jan@scalewatcher.com>  
Cc: Barteau Hermanos <barteauhermanos@gmail.com>

Dear Ricardo and Jan,

My Canadian dealers have had very good luck using a simple TDS meter that they got at a hardware store.

To show the unit is working, they test water before it is treated with the SW. They install the SW and give it a few days before testing again.

Using the same TDS meter, they are able to show the customer that the TDS goes way up initially. As the pipes are being cleared of scale, testing with the TDS meter shows a reduction therefore showing that the unit is working as it should.

I have had an interesting testimony which I will share with both of you.

One of my dealers from out west called and said that they wanted to convey a big THANK YOU from one of his customers. It seems that a lady purchased one for her home and instead of installing it there, she asked if my dealer would install at her daughters home. Her daughter had a new baby that was suffering from extreme eczema to the point that the doctors were considering hospitalizing the baby. The child's skin was so raw it bled. In her research, she had heard that our unit helped with skin rashes and therefore her request to her salesman. Not wanting to lose the sale, he said of course and did the install at her daughter's home.

He said this was about 8 weeks ago.

Just last week, he got a call from the grandmother ordering another unit to be installed in HER home. She said that she wanted to know exactly when he would be there. When he questioned her as to "WHY", she said that she wanted to be sure that he got to see the baby that he had helped so much.

There is only a bit of pinkness on the child's skin now where it used to be so raw it bled.

I am trying very hard to get the customer to write testimony for us.

Sincerely and with best regards,

Pam

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"Since installing the Scalewatcher I can rinse my contacts and my hands with water without burning my eyes, before I had to rinse my fingers and contacts with wetting solution before putting them on."

C.C. Brown Valley CA

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--- Original Message -----

From: Donna Henley

To: waterprocessingw

Sent: Wednesday, February 17, 2010 5:47 AM

Subject: FW: Scale Watcher

January 5, 2010

Mike Henley  
4047 Sherborne Road  
Birmingham, Alabama 35210  
Phone: (205) 637 1144

Water Processing Company

Mr. Chatham,

I would like to share with your company the great satisfaction we have experienced since having Scale Watcher installed in our home.

It has been approximately 3 years since the installation of the product. Our home is 25 years old, with the original plumbing. Before Scale Watcher we had ugly scale around the faucets and build-up on the shower heads. Our showers had years of scum build up that would not scrub off. Our white clothes always seemed dingy even though we used Bleach in the laundry. We frequently had to replace a part on our ice make and buy new coffee makers.

After Scale Watcher, over a period of time the scale build up disappeared from the faucets, shower heads, and the build up on the fiberglass showers gone. Our clothes are noticeably cleaner and whiter. Now we easily clean the bathrooms and have no more scale build up. We use less laundry detergent and less shampoo. We use less electric dish washer detergent and we no longer buy Jet Dry. Our glasses and dishes clean better and have no water spots, it is wonderful! The water is soft and the shampoo lathers big, a huge Difference in the water before Scale Watcher.

We love our Scale Watcher and would recommend it to others.

Sincerely

Mike Henley

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Subject:  
Re: Your Scalewatcher Inquiry  
From: CCLARK787@aol.com  
Date: Fri, 20 Feb 2009 10:29:43 EST  
To: sales@scalewatcher.com

Pam,

By all means! I have already spoken with MANY of my friends in Las Vegas about this amazing little "genie". I look at my toilets now that used to have water rings in just a couple of days and see nothing but clear water! It's the best money that I've spent in years!

Cliff  
Las Vegas

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Dear Pam,

It was so great to hear that our 5 year old Scalewatcher is on warranty, and will be back to work soon. This device has changed my life. Our well water is extremely hard and used to quickly clog all my hot water pipes and faucets, plus our on demand water heater. Since installing the 3 star Scalewatcher my pipes have cleared themselves and I am no longer throwing away hopelessly clogged faucets and pipes. My hot water heater used to be almost completely clogged every 2 or 3 months, is now clear all year. I still remember when I first got it, my wife looked at me as if I had just bought a box of rocks, but later that day told me that she got good lather on the first application of shampoo, instead of a little on the third. This is a fabulous device and you back it up with a great guarantee.

Thank you,

Glenn Goodman, 707 322 1082, PO Box 36, Lower Lake, Ca,  
95457

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Hello! Just wanted to let your company know your Scale Watcher is amazing! It's still too early to say how effective long term use since I've received the 3 Star unit only a day ago. . But when my husband installed this unit, I've noticed the scum just break off when I tested it out by trying to clean some of my appliances. I couldn't believe the way my bathroom faucet looked shiny again! If my 3 Star unit continued to work this good then it was worth spending the money on your Scale Watcher.. Thank you for having this hard water treatment system and for resolving my water problem.. .

Sincerely yours,  
Fay Moy

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Dear Kevin,

Thank you so much for introducing us to the ElectraFlo System. (Private label Scalewatcher). My husband and I moved outside the city limits about a year ago. We have very bad hard water from a water well. We had the water tested several times, and they told us not even a water softener would help us. We have experienced so many problems, even in our new house because of the hard water. The faucet aerators we are having to clean out at least once a week, the soap you can not get to lather in the shower, and the hard water stains are terrible. We purchased, and had our unit installed in a matter of minutes on 7-31-08 (Thursday). On Saturday, August 2nd just a few days after the system was installed, I already experienced a huge difference. After washing my hair in the shower, it was so soft. It was even softer than when I washed my hair with Midland water, or at my Mother's house (who has a heavy duty water softener). I am so very excited to see how many other things it is going to change. If it only took the three days to make this much difference, I can only imagine the changes yet to come. So thank you again. I will keep you updated on the new and exciting changes!

Thanks Again,  
Tammy and Wesley

[www.goodtechnologies.biz](http://www.goodtechnologies.biz)

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From: Bill Ramsey [mailto:[bramsey@wirelessbeehive.com](mailto:bramsey@wirelessbeehive.com)]  
Sent: Saturday, November 29, 2008 2:44 PM  
To: 'Aqua Genesis'  
Subject: RE: 28 grains

Hi Jane,

I just wanted to take a moment to let you know how much we love your 3 STAR product. Within 48 hours we started seeing huge results. My wife made the mistake of using her normal amount of

shampoo in the shower and ended up spending 20 extra minutes trying to get all of the suds out of her hair. We have cut down on washing machine detergents, body wash and my ice maker will love you forever. In less than two weeks our water spotting issues are almost gone. I have to admit that I was skeptical at first. But now I am sold for life. Installation was the hardest part! The directions were great but I only had a very small access panel in the wall to work with and my big mitts didn't fit so well. No fault of yours! LOL... I have given away all of the brochures that you sent and have sent web page links to everyone else. Thank you so much.

Bill Ramsey  
Elko, NV. 89801

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Re: Your Scalewatcher  
SenderScalewatcher North America  
Recipient Ray Seguin , support@scalewatcher.com  
Reply-To sales@scalewatcher.com  
Date 11.12.2008 15:15

Dear Mr. Sequin,  
Thank you for your email! We never hear enough from our customers and we are proud to serve you.  
If possible, could we use your email on our website for testimonial?  
Wishing you and yours a wonderful HOLIDAY SEASON,  
Your Scalewatcher Team

Ray Seguin wrote:  
We received our Scalewatcher today, plugged it in and it's working properly. We are impressed and thankful with regards to the outstanding service your establishment extended to us. We have confidences in your product.

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From: champ123 [mailto:champ123@columbus.rr.com]  
Sent: Wednesday, August 27, 2008 10:22 AM  
To: Eduardo Jalles  
Subject: Testimonial

I have had my Small Wonder for just a week, but boy what a difference a week makes! Here in Ohio, we have terribly hard water, and I have been using a salt softener for years. About a month ago, the salt softener broke and our plumber said we needed a new one. I knew there were environmentally friendly ones available as my sister, who lives in France, has been using one for several years. So after some internet searching, found the Small Wonder.  
After a month without any softener, the Small Wonder really had it's work cut out for it - nasty limescale on everything and iron stains on top of that! Yuk! I think you should re-name it the 'Mighty Small Wonder!' Within a day my water was clear coming out of the faucet - not the usual murky cloud. The taste was as good as that from our PUR filter, and no more hard water smell!  
My electric kettle which had been scaling up with every use, is now actually descaling itself!  
Amazing! I thought I would use the kettle as a benchmark, and every time I use it, you can see the scale disappearing. It is incredible how soft my skin feels after a shower, and my eczema is almost gone already. I am already recommending the Small Wonder to everyone I know. It is the best investment I have made for my home. Thank you so very much Small Wonder - I wouldn't be without one!!

Sincerely  
Shirley Fox  
Marengo, OHIO

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Pam,

I have had ScaleWatcher in 2 of my homes, the first home, my pipes were corroded and my water heater needed it's elements replaced nearly every 1-1/2 yrs. after ScaleWatcher was installed, I didn't need to change the elements in the 3-1/2 years I remained living there. My faucets didn't corrode and my toilet didn't have a ring forming in it anymore. In my home that I'm living in now, 15 yrs. in all, I've had ScaleWatcher in it right from the start. When I called ScaleWatcher about moving to my new home, they told me to return my unit and they replaced it with one to suit the new size home at no charge. My water heater is operating 15 yrs. with no maintenance on the elements and my water became so hot I thought something was wrong with it but it was only because the ScaleWatcher cleaned the elements of anything that may have been on them, I actually had to change the settings on both elements. Any plumbing work that I've had done showed the pipes were clean inside. When I hand wash any dishes or glasses, they dry unbelievably clean, and any spots that may be on anything can be wiped off easily. I have an Aprilaire humidifier built into my heating system and every year when the furnace is cleaned the water pane in the humidifier needs to be replaced. The water pane was un-recognizable in the beginning it was so corroded and now it's so clean after a heating season that it almost doesn't need to be replaced, but I do it anyway. I guess you can tell that I'm very happy with ScaleWatcher.

Jean C. Haldeman  
255 Nichols Street  
Leesport, Pa., 19533  
Phone - 610-926-1962

Pam, you have my permission to use my testimony on ScaleWatcher on the Web Site.

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----- Original Message -----  
Subject: Performance of Scale Watcher  
Date: Sat, 2 Sep 2006 14:19:19 EDT  
From: Rjyoung2@aol.com  
To: swna@scalewatcher.com

Just a note to say how pleased I am with our Scale Watcher. It was one of the first out and we purchased it at the Harrisburg Builder's Show. We have been in our home since 1978 and the amazing thing is we have never replaced our hot water heater or any part of it. For the first few years I would always drain the calcium out of it, but after having the Scale Watcher installed, I noticed that there wasn't any calcium when I drained I, just clear water. This coming week we are finally going to get a new water heater and not because ours does not work well, but because of the energy efficiency being so much improved. Even my plumber is amazed about how it performs.

Thanks to Scale Watcher for many years of service and many more to come.

Jay Young  
Dillsburg, Pa.  
717-432-4409

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At 10:48 AM 24/10/2006, you wrote:

Dear Dr. Quaid,

We are attempting to find a way to reduce the cost to our customers when we ship to Canada. Until we find the way, we wish to send you a check for \$50.00 to offset a portion of the CDN tax bill that you received from customs. It is our desire to help our customers, not hurt them. I am sending the check via United Parcel Post and you should have it within a week. Please let me know when you receive it.

Sincerely and with best regards,

Pam McDowell  
Scalewatcher North America

Dear Pamela,

Thank you for your prompt response to my concern, I appreciate the \$50 gesture. I have recommended your product to a number of people and it has already shown benefits in my home. We have a 2 year old home, so it was more a preventative measure to avoid scale build up in the plumbing in the future, but one thing I really noticed (and this may sound funny - but please pass it on to the "powers that be" but one of the major differences I noticed was that my Mach 3 razors (for shaving) takes about 2-3 weeks to become blunt. Whereas before, I was replacing them every 3-4 days (due to the hardness in the water). Please pass this on - as it was quite dramatic within 2-3 days of installing my unit.

Thanks again,

Patrick T. Quaid

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Bldg. Supt.  
NC Aquarium at Fort Fisher  
9104588257  
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Good morning.

We have had two Scalewatchers in operation on our cooling tower since mid-July. As you may recall, I installed one on the supply line to the cooling tower and the other on a line through which we are re-circulating the water that is in the sump.

Yesterday, we opened up the condenser on our chiller to find that the tubes looked as they should-copper in color. Previously, even with a continuous blow down and the addition of expensive chemicals, they were white with an accumulation of calcium and even some of them blocked.

Our water treatment contractor said that is the "best that we can do".

There were also "barnacles" on the tube sheet. Yesterday, the barnacles were gone and the tubes that were blocked are now open. We did go ahead and run the brush through the tubes and the time it took was cut in half. I am not sure that we really even had to do that. We probably won't the next time.

On the cooling tower, the scale that had accumulated on the cooling tower baffles began to fall off almost immediately after installing the Scalewatchers. There had been a fairly thick scale build-up on the bottom of the sump and I would estimate that about half of that is now gone. The scale that had accumulated on the heating elements (about 1/4") was even falling off.

We have not used any treatment chemicals, other than algaecide, since July. During the same period last year we were using about 14000 gallons of water per day. This year we used 1700 gallons per day.

These two units have already more than paid for themselves. As you might guess, I am extremely happy with your product.

Respectfully,

Tom Coit