FAQs of the Hydraid Filter

1. **Q: What is the price of the filter and what does it include?**

   A: The price is dependent on various factors such as what is included and where you will buy it from.

2. **Q: What is the lifetime of the water filter?**

   A: The filter is designed to last at least 10 years. If the family takes proper care of the filter, it can last even longer and continue to provide clean water.

3. **Q: How many gallons of water can it filter per day?**

   A: These filters are designed to provide water for one household and can filter up to 75 gallons of water per day. To ensure clean water, a short rest period of 1 hour should be taken in between each 5 gallons of filtration.

4. **Q: How effective is the filter to providing clean water?**

   A: These water filters are designed to purify the water up to 97%, taking out bacteria, viruses, protozoans, pathogens, E.coli and worms. To ensure 100% pure water, we teach the family to add a few drops of bleach to the purified bottle of water.

5. **Q: How long does it take to install a filter and how complicated is it?**

   A: This installation process is easy to learn and takes between 45 minutes to 1 hour per installation. By following the simple directions, anyone can become a qualified installer after just one day. El Ayudante can equip you with instruction sheets, a presentation and also hands-on training so that you are comfortable with the installation.

6. **Q: What is the process of water filtration?**

   A: This bio sand water filter uses natural, organic processes to turn bacteria filled water into clean drinking water. The water is poured through a diffuser and then falls into the sand where the filtration happens. It works through 4 processes. The water first flows through a live biological layer that eats the bacteria in the water. Secondly, it passes through the sand where the solid particles are trapped between the grains of the sand. The electrical activity of the sand adsorbs the organisms. Finally, as the water travels down the sand, there is no food or light, causing the disease-causing organisms to naturally die off. When the water reaches the bottom of the filter, pressure from the water above causes it to flow up the pipe and out of the spout. The water is now safe to drink!

7. **Q: Do these filters need to be maintained?**

   A Yes, but the maintenance is very easy to do. An explanation and demonstration is given to the family of how to maintain the filter. To ensure continued, quality performance, we encourage a qualified filter installer to inspect the filter every six months. A community leader can be trained to do the maintenance.

To grow committed followers of Christ by meeting the needs of our community

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8. **Q: What if a family stops using the water filter? Can it be used again by the family later?**

   A: If the family has stopped using the filter, it can be used again but will need to be checked and adjusted to ensure clean water. The filter will need to be checked to ensure it is level. After assuring that it is level, the rate of water flow will need to be checked. If the rate is between 400ml – 800ml, the filter is working properly. If the rate is different, adjustments will need to be made depending on if the rate is too fast or if it is too slow. If the flow is too fast, silt will need to be added. If the flow is too slow, stir the sand with the tip of your fingers to remove the silt from the water that is on the top. Recheck the flow rate and re-adjust as necessary.

9. **Q: How can I get the filters that I purchase to my location?**

   A: In Honduras: We can arrange transportation to deliver filters to your location. The cost of the delivery will be added to the cost of the filters purchased. Filters can also be picked up at El Ayudante as long as the date and time is arranged ahead of time.
   In the US or other countries: shipment needs to be arranged by you from Grand Rapids, Michigan.

10. **Q: How can I become trained in installing and maintaining the filters that I purchase?**

    A: In order to maintain the integrity of the filter brand, training is very important. El Ayudante has written instruction on how to install and maintain the water filters. El Ayudante will also provide hands on training. Cost for the training is TBD based on location and details of the need.

11. **Q: How we do maintenance to a Water Filter?**

    A: The filter will need to be checked to ensure it is level. After assuring that it is level, the rate of water flow will need to be checked. If the rate is between 400ml – 800ml, the filter is working properly. If the rate is different, adjustments will need to be made depending on if the rate is too fast or if it is too slow. If the flow is too fast, silt will need to be added. If the flow is too slow, stir the sand with the tip of your fingers, then remove the silt from the water that is on the top. Recheck the flow rate and re-adjust as necessary.

12. **Q: How do I know if the water filter is working correctly after it's been installed?**

    A: Once the filter installation process is complete, it must hold a flow rate anywhere between 400ml and 800ml per minute. A simple flow rate test ensures that it is properly calibrated and working.

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