ECOMIX® C Technical FAQ & Troubleshooting Guide

(Prepared for Urbans Aqua Dealers and Water Treatment Professionals)

Regeneration and Operation

- Can I regenerate with untreated water?

  Yes. Regenerating with untreated or raw water does not affect the performance of ECOMIX®.

- Why is the softening capacity of ECOMIX® lower than standard softener resin?

  It isn't actually lower. The cation resin portion of ECOMIX® is rated lower because each bag contains five components, not just cation resin. The softening resin is one of those five layers.

- Should I use resin cleaners or salt with resin cleaners?

  No. Do not use resin cleaners or salts containing additives. There have been several cases where resin cleaners reduced system efficiency. Use only regular softener salt and follow proper regeneration sequencing.

- Will ECOMIX® change the TDS of the water?

  Yes, slightly. TDS typically increases by about 10% of the original content due to replacement of hardness cations with sodium ions during ion exchange.

- Can I use half a bag of ECOMIX®?

  Yes – but shake the bag well before use. Each bag contains five components in specific ratios. If using half a bag, thoroughly mix before loading. ECOMIX® is available in full (0.88 cu ft) and half (0.44 cu ft) bags.

- My tank holds a bag and a half of media. Can I use half a bag of ECOMIX® and save the rest for another installation?

  Yes. Each bag is factory-blended with all five components in precise ratios. If you use only half, shake the bag thoroughly before loading to ensure even distribution. You can store the remaining half in a sealed container for another installation. To simplify installation, ECOMIX® is offered in both full and half-bag packaging.

- What happens if I operate without the first regeneration?

  The system will not remove contaminants properly. The first regeneration allows ECOMIX® to self-classify into five layers, which is essential for operation.

sales@urbansaqua.com
610-365-7818

Water Quality and Pretreatment

Storage and Handling

- Can I use ECOMIX® if it was frozen during storage?

  Avoid freezing. If frozen, thaw slowly at room temperature. Do not use heat or steam. Store ECOMIX® between 35–80°F (2–27°C) in a dry, shaded area.

- Why is a top distributor basket necessary?

  The upper distributor prevents media loss during backwash and is required for proper operation.

Surface Water and Tannin Considerations

- Can I use ECOMIX® for water from shallow wells near lakes or ponds?

  Yes, but additional treatment may be required. Such water may contain high TOC, tannins, or microbiological contamination. Conduct a tannin test (e.g., LaMotte kit – 30-minute wait) and send results, water analysis, and a photo in a white bucket to your specialist.

- Can ECOMIX® treat surface water (lakes, rivers, canals, ponds)?

  Not directly. Surface water must first be treated by chlorination, sediment filtration, and activated carbon filtration.

- Can ECOMIX® be used solely for tannin or organic matter removal?

  No. ECOMIX® should be used to soften water and reduce organics together, not for tannin removal alone.

Media Performance and Design

- Is Ferrosorb regenerated by salt?

  No. Ferrosorb regenerates through a surface scouring mechanism during backwash. Proper backwash flow rate is critical.

- Is ECOMIX® sensitive to chlorine, pH, or TDS?

  ECOMIX® performs reliably under these conditions: Active chlorine < 1 ppm; pH range 5–9; Feedwater TDS < 4000 ppm. It is stable and not affected by anion composition of water.

For technical assistance, system design support, or detailed water analysis review:

Contact Urbans Aqua – https://urbansaqua.com

sales@urbansaqua.com
610-365-7818