

# Culligan Water™

(800) 678-6203

Stoner Enterprises Inc & Stoner Quality Water Inc



## Spring 2023 Guide

April 🌸 May 🌸 June

[www.culliganstoner.com](http://www.culliganstoner.com)

Better Water



STARTS HERE

# How to Measure Water Hardness

Article from Culligan.com

If you've noticed signs of hard water in your home, like buildup on plumbing fixtures, soap scum on shower doors or difficulty producing a lather, you may be wondering just how hard your water is. Hard water is typically a result of high concentrations of dissolved minerals, mainly calcium and magnesium, in your water supply. Your local water supplier's website and annual report are good places to begin acquiring information about general water hardness levels in your area.

To find out about the specific hardness levels in your home water supply currently, you'll have to conduct testing. There are a variety of different home testing kits available for determining the relative concentration of hardness minerals in your home water supply. Home and lab testing options are available from water treatment professionals like Culligan, too.

If you do notice that you have hard water, a water softener can help rid your home of issues like limescale buildup, dry hair and skin, spotty dishes and inefficiency of water-using appliances. With a reliable water hardness test and information about your household water usage, you'll be able to work with a professional to determine what kind of water softener will best suit your needs. Based on where your home water supply falls on the hardness scale, as well as your family's softness preference and how much water they use, you can choose the best water softener that suits your requirements. Hard water isn't something you just have to put up with. Once you know where you stand, you can find appropriate solutions to meet your household's needs. Industry professionals, like your local Culligan Dealer, can help you conduct testing and find a water softener system that's right for you.

## How Hard is Your Water?

The hardness scale is measured in grains per gallon (gpg) of calcium carbonate. You can see how hard your water may be using these ranges:

<1 gpg	SOFT
1-3.5 gpg	SLIGHTLY HARD
3.5-7 gpg	MODERATELY HARD
7-10.5 gpg	HARD
>10.5 gpg	VERY HARD



## What to Expect at Your Culligan Water Test and Consultation

Article from Culligan.com

While every homeowner's situation is unique, here's what you can typically expect from your water-testing appointment with Culligan.

Each appointment usually takes about 30-60 minutes and little to no preparation is required.

For water testing in most consultations, water from the tap of your kitchen sink is all that's needed. If you already have a water softener or filtration system in place, we'll need access to the water at the point of entry to your home or business.

Clients typically schedule consultations because they have specific concerns about their water quality. Here are some of the most commonly mentioned issues:

- Unpleasant odors or tastes
- Glass doors or dishes with water spots
- Red or brown stains around toilet bowls and faucets
- Calcium buildup on faucets and shower heads
- Problems with dishwashers and washing machines
- Soap scum on shower doors and walls
- Shampoo buildup on hair
- Dry and itchy skin and scalp
- Laundry not cleaned properly

Culligan's free water tests will determine the levels of hardness, chlorine, and total dissolved solids (dissolved salts, minerals and metals, also known as TDS) in your water, as well as the pH level. In-home test results are typically ready in 30 minutes or less. We'll walk through your results and any recommendations that we may have. If your water comes from a well and you are concerned about a specific contaminant, such as lead, or if an initial test reveals a more complex water problem, we may recommend a laboratory test. The fee for laboratory tests varies based on the number of contaminants being tested. Results are typically available within three business days.

Water treatment solutions come in different sizes, so we'll also ask about your household's water usage. A few quick questions will allow us to determine your water usage accurately. Another thing to be considered is where equipment might be installed; the size of the space, access to electrical, access to a drain and the diameter of your water pipes are important things to look at, as well.

After reporting on water quality and determining the cause of any identified water issues, we'll recommend water treatment solutions based on the in-home water test results, the site survey and your water usage. This discussion will include an explanation of how exactly the Culligan system will work to improve your water quality, as well as a cost estimate.

Questions? Reach out to your local Culligan Water experts any time!

**Are you a NEW homeowner or on well water? Noticing funky smells? Awful tastes? Spots on your favorite dishware? Stains in your toilets or showers?**

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Water  
Quality  
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Start Your Journey  
to Better Water**





## Tap Water Filter vs. Reverse Osmosis Water

Article from Culligan.com

Let's talk about why it's important to treat your tap water in the first place. Firstly, if you have well water, you need to test your water at least annually to determine if there are contaminants or other issues associated with problem water. Based on what you learn, a local water expert can help you decide on a treatment plan, which typically consist of a drinking water system and if needed, a whole-house filtration system as well.

If you get your water from a regulated public water system you may still want to treat your drinking water. While standards for public water systems in the U.S. are enforced by federal and local agencies, there are some potential issues not covered by these protections. Drinking water may encounter issues due to breaches in pipes, corrosion or even the presence of lead in service lines and home fixtures. Additionally, there are emerging contaminants for which some authorities, like the Environmental Protection Agency (EPA) in the United States, have not yet established enforceable standards. These substances include PFOA and PFOS.

### How To Treat Tap Water: Tap Water Filters

One popular method for treating drinking water at home is to install a simple faucet-mounted tap water filter. These devices are typically fairly easy to install without any outside assistance or support. Faucet-mounted tap water filters are also usually fairly inexpensive. However, they aren't a very comprehensive solution. Kitchen tap water filters often rely principally on activated carbon, which are most often associated with reducing chlorine taste and odor in drinking water. The Water Quality Association (WQA) notes that activated carbon filters can also address volatile organic compounds, some pesticides and petroleum-related compounds, with some block filters also being capable of removing lead, asbestos and some microbes. They do not, however, impact issues such as viruses, bacteria, arsenic and dissolved solids.

### How To Treat Tap Water: Reverse Osmosis Filtration Systems

Reverse osmosis (RO) filtration systems also treat water at the point of use. Typically installed under the sink, these systems can address a more comprehensive range of water issues than simple tap filters (and water filter pitchers). RO systems provide numerous advantages, and they're one of the most effective ways to treat your water to address the widest range of potential contaminants and impurities, such as:

- Dissolved minerals
- Lead
- Arsenic
- Viruses and bacteria
- Volatile organic compounds (VOCs)

### An Investment for Your Family

There are a variety of different RO systems available to ensure that you have instant access to an unlimited supply of refreshing drinking water. When it comes to tap water filtration, reverse osmosis systems provide enhanced quality and convenience. Make sure you're taking steps to ensure that your family has access to great-tasting drinking water, right at their fingertips.

## What to Expect at Your Reverse Osmosis System Installation

Article from Culligan.com



When you get a Culligan reverse osmosis system, you'll enjoy convenient, professional installation from one of our trained technicians. But what does this process involve? How long does the installation take? Here's what you can expect.

When your technician arrives, they will have all the necessary tools and equipment. Your local water specialist will already have helped you determine where your system should go. Installation typically takes one to two hours, but timing can vary.

On installation day, make sure the space you selected is cleared and clean. The water supplying the RO will need to be turned off as well. Other than that, there is nothing you need to do to prepare. If you have an older filtration system, we'll remove it and dispose of it for you.

Here's how installation works. First, the system is connected to your water line and a nearby drain. Next, the faucet is put in - usually, reverse osmosis systems require a separate one. The faucet can be installed in place of an existing sprayer or soap dispenser, or in a hole drilled at the time of installation. If a new hole is required, that may be done at the time of installation or ahead of time.

Before leaving, your technician will check all the connections and performance of your RO. They'll also show you how to operate the system. You should notice great-tasting, crystal-clear water from your first glass.



## LOOKING FOR YOUR PRODUCT MANUALS & OWNER GUIDES??

### FIND MANUALS/GUIDES FOR YOUR:

- 💧 Water Softener Systems
- 💧 RO Drinking Water System
- 💧 Water Filtration Systems



or check out our website:

**[CulliganStoner.com/product-manuals](https://CulliganStoner.com/product-manuals)**





## Water Filtration Companies: What Makes a Good Water Partner?

Article from Culligan.com



### Choosing Between Water Filtration Companies

Here are a few things every good water partner should offer:

#### Great Communication Skills

When it comes to something as important as your water system, you shouldn't have to settle for a partner who tolerates you. Instead, look for a filtration company that is open, communicative and happy to answer all your questions. The organization should also offer customer testimonials to help you decide if this relationship will be a good fit.

#### Stress-Free Water Tests

Whether you need a free, in-home water test or a more comprehensive laboratory test, your water filtration partner should be able to get the job done. They should let you know exactly what to expect — including how the test works, how long you'll have to wait for results, what you'll learn and more.

#### Reliable Recommendations

It's important for a water company to identify complementary solutions, like a water filter and a water softener. That way, you can trust that none of your water quality concerns will fall through the cracks. That's why you need a water filtration company that offers informed recommendations based on extensive experience treating water in the local community.

#### Service and Maintenance Packages

Don't forget that every water filtration system needs regular maintenance to remain functional. Because these tasks can be tricky or time-consuming, it's ideal to find a water filtration partner that can do the work for you. Service and maintenance packages are an invaluable resource and should always be part of the deal.

#### Let Culligan Be Your Filtration Partner

Protecting your home's water quality involves a lot of research. From identifying the symptoms of every potential contaminant to choosing between water filtration options, you have your work cut out for you — but you don't have to go it alone.

The best way to address your water quality concerns is to find a reliable partner. This company should make it easy to navigate all those responsibilities and choices, offering guidance that will help you make the best water quality decisions for your home and family.

### WHY CHOOSE Culligan Water

Stoner Enterprises Inc. &  
Stoner Quality Water, Inc.

Culligan/Stoner Enterprises Inc. & Stoner Quality Water, Inc. began in Hagerstown, MD, in 1959. Over the past 60+ years we have expanded our business to proudly serve over 30 counties within Maryland, Virginia, North Carolina, Pennsylvania, and West Virginia.

We offer the largest variety of superior water and water treatment products for your home or business, including bottled water, water softeners, water filters, drinking water filters, reverse osmosis systems, and salt delivery service. Whether you are looking for a water softener in Hagerstown, a drinking water system in Charlottesville, or commercial water treatment in Dublin, give us a call at:

**(800) 678-6203**

Our senior management team combines over 219 years in water treatment experience. We are proud to provide both loyal and local service to each customer living within the communities we serve.

*We would consider it an honor to earn your patronage and trust.*

## Recipe Corner

### Old-Fashioned Lemonade

Recipe from TasteofHome.com

- 1-1/3 cups sugar
- 5 cups water, divided
- 1 tablespoon grated lemon zest
- 1-3/4 cups lemon juice (about 10 large lemons)

1. **In a large saucepan, combine sugar, 1 cup water and lemon zest**
2. **Cook and stir over medium heat until sugar is dissolved, about 4 minutes**
3. **Remove from heat**
4. **Stir in lemon juice and remaining water**
5. **Refrigerate until cold**
6. **Serve over ice**



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## Spring into Better Water!

### 12-Months Same-As-Cash



### 50% OFF INSTALLATION



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See local dealer for details. Financing for qualified buyers.

## Culligan Customer Story: The Gin Family

Article from Culligan.com



### The Gins' Water Challenge: Hard Water/Bad-tasting Water

Doris and Gerry Gin lived in a home with both a Culligan water softener and a RO drinking water system for more than a decade. When they moved to an apartment without the water solutions, they had to make frustrating adjustments. Mineral buildup quickly appeared on the kitchen faucet, the shower tile, and glass door. Also, because the Gins prefer not to drink unfiltered water from the tap, they needed to buy cases of bottled water.

### Their Better Water Solutions

When it came time to move back into a single-family home, the Gins made getting better water a priority. "The very first day we took possession, I called Robin to bring someone in to put in a softener and a drinking water system," Doris says.

The softener has saved her hours of cleaning because she doesn't have mineral buildup on faucets or tiles. When she inevitably does need to clean the tiles and grout, she doesn't need to use what she calls "heavy-duty chemicals," which she worries could hurt her health. In addition, soft water can make skin and hair feel softer, "it seems like I don't even need hair conditioner and [my hair is] smooth when there's a softener," she says.

### Value Add: Solutions That Protect Other Investments

Doris also sees her Culligan softeners as tools that can reduce damaging mineral buildup in the water heaters she has in her home and two vacation properties. The softeners also help her maintain those properties. "If I don't have calcium buildup around my tile that ages my property, I don't have to deal with replacing tile sooner," she says.

### What Made the Difference:

Quality: Although Doris had Culligan equipment in her vacation properties and previous home, she thought it was still important to research her water treatment options before moving into her new house nearly three years ago. "We went back to Culligan because it seems like one of the best systems out there." A brand she can trust.

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*What Peeps are Sayin!*

Brendon was our service technician and was very polite. He did an excellent job.

*Ruth H. • Roanoke, VA*

Sales & service provided has been professional and customer oriented.

*Ivan U. • Scottsville, VA*

Love the personal contact from customer service when they call and ask what my bottled water needs are for the month. Website is very easy to use and I utilize the online payment option. Deliveries are accurate and on time.

*Tammy H. • Inwood, WV*

The gentleman was very polite.

*Keith & Mary C. • Mount Sidney, VA*

