

## TROUBLESHOOTING DOCUMENT

### DISPOSITION OF PROBLEM

#### **Limescale (calcium) accumulation:**

Over sometimes a short period of time, limescale, a hard, chalky deposit of calcium carbonate can accumulate on tapware and shower glass or around the basin / bath waste hole and can accumulate within the cartridge or the aerator of the tap slowing the flow of water.



### CAUSES OF PROBLEM

The root cause of the problem is your town supply of water.

If you are collecting water from your roof the water will be soft with little to no minerals so your tapware and shower glass will remain cleaner than that of town supplied water

In New Zealand, our municipal water supplies contain a variety of minerals, one of which is likely to be calcium carbonate.

Calcium carbonate is far more likely to be present in hard water areas.

Rainwater, at it falls and drains through the land will eventually make its way into the water table and to our reservoirs.

If the surrounding land the rainwater drains through is comprised of hard materials such as slate, the water will often be soft as it will not be able to absorb any of those materials or minerals.

However, if the rainwater flows through soft rocks such as limestone, it will accumulate some of the minerals from inside those rocks.

This is what leads to hard water.

It is literally down to the area the rainwater flows through that determines whether it will be soft or hard water.

#### **Robertson NZ Limited**

25 Vestey Drive, Mt Wellington, Auckland 1060

PO Box 14695, Panmure

Auckland 1741, New Zealand

PH: +64 9 573 0490

FAX: +64 9 573 0495

EMAIL: [sales@robertson.co.nz](mailto:sales@robertson.co.nz)

**ROBERTSON.CO.NZ**

## REMEDIES

Make a solution of equal quantities of white vinegar and warm water. Dip a cloth into the mixture and use it to clean up your taps. In case of a stubborn buildup of limescale, you can wrap a cloth dipped in the vinegar solution and leave it for an hour before washing it clean. Following this, rinse and dry the fixture as vinegar is mildly acidic and can damage the finish if left on.

With a ring around a basin / bath waste on vitreous China Brass Brite can be used and polished off with a no abrasive pad.

Be extra careful with coloured tapware or concrete products as some colour can be a painted finish (tapware) or pigmented colour (concrete products) and will require extra care.

NB: the only permanent fix for hard water (mineral build up) is to install a water softening device that filters the water for the entire home.

A Water Softener is a filtration system that works to remove high concentrations of calcium and magnesium that cause hard water. When water flows through a Water Softener, the system filters out these hard water minerals and the softened water then leaves the water softening system to flow through plumbing.

### **Robertson NZ Limited**

25 Vestey Drive, Mt Wellington, Auckland 1060

PO Box 14695, Panmure

Auckland 1741, New Zealand

PH: +64 9 573 0490

FAX: +64 9 573 0495

EMAIL: [sales@robertson.co.nz](mailto:sales@robertson.co.nz)

**ROBERTSON.CO.NZ**