



What is a Boil Alert

A boil-water advisory, boil-water warning, boil-water order, or boil order is typically issued by a water utility or a public health agency as a precaution to protect consumers from drinking water that may have been contaminated with disease-causing organisms (also referred to as pathogens). A boil alert instructs residents to boil all water used for drinking, cooking, food preparation, ice-making, and brushing teeth.

These types of alerts typically occur when an unexpected condition has resulted in the potential for biological contamination of water within a public water system. The reason for the boil water notice should be included in your notification and can be due to circumstances such as:

- Loss of distribution system pressure
- Loss of disinfection or other form of water treatment disruption
- Water main breaks or power outages
- Weather-related events such as a flood

General boil water recommendations for safe human water consumption are:

- Bring water to a rolling boil for one (1) minute.
- Allow water to cool before use. This may take 30 minutes so it helps to plan ahead.

While some boil water events might last only for a day or two, they can extend to several days or more depending on the conditions that caused the need to boil initially. The issuing entity will notify the public when a boil alert is lifted.

Your water utility and local Health Department are good local resources for answering any questions you have regarding a boil alert and what to do in case of such an event.

Water Treatment System Startup Guidance Following a Boil Alert

Most drinking water filters are not suitable for water that is contaminated with microbiological organisms and WILL NOT ELIMINATE all the bacteria and viruses that may be present in water.

If you have a drinking water treatment system such as a:

- Prefilter System
- Carbon-Based Filter Cartridge(s)
- Pitcher Filter
- Reverse Osmosis (RO) System
- Water Softener or Conditioner

Please follow the below instructions to restart your water treatment system(s) after a boil alert:

- Take the system offline by engaging the bypass mechanism as soon as possible to protect the system. Refer to your equipment Owner's Manual or contact a Pentair water expert for assistance.
- Wait until 1) the boil water alert has been lifted and 2) you have received confirmation the water is safe to drink before reconnecting your water treatment system and all the lines in your house have been purged with clean water.
- Your water treatment system should then be disinfected.

Please follow the below instructions for Pentair system sanitization.

Undersink Reverse Osmosis (RO) Systems

A reverse osmosis (RO) system may reduce microbiological contamination. However, its prefilter, RO membrane, and post filter cartridges should be replaced and the storage tank sanitized after the boil order has been lifted.

System Sanitization

- Turn off the water supply to the RO system and open the RO faucet to depressurize and drain the storage tank.
- Disconnect the tube from the shutoff valve located between the cartridge manifold and the storage tank.
- Using a clean funnel (such as an eyedropper), insert half-a-teaspoon of 5.25% Sodium Hypochlorite solution (commonly referred to as unscented bleach) into the tube. This will flow into the tank once water is turned back on to the unit.
- Reattach the tube to the shutoff valve on the storage tank.
- Let sit for 30 minutes.

Filter & RO Membrane Replacement

- After the system sanitization process is complete, remove all existing prefilter, RO membrane and post filter elements that are present in the system and dispose of them. Replace with all new prefilter, carbon filter and RO elements.
- Flush the system by opening all the faucets and allowing water to flow until the storage tank is empty and there is no bleach smell present. This may take two (2) to five (5) minutes.
- Return the equipment back into service.

Salt-Based Water Softener Systems

- If you have pre- or post-filters, open all the filter sumps and remove existing pre- and post-filters that are present and dispose of them. Add 4 fluid ounces (1/2 cup) of 5.25% of Hypochlorite solution (commonly referred to as unscented bleach) in each of the sumps and reattach.

- If you do not have prefilters, add 1 fluid ounce (1/8 cup) of Hypochlorite solution (commonly referred to as unscented bleach) one time into the 4-inch tube of the well inside the salt tank and perform two back-to-back regenerations as described in the product manual.
- After the above process is complete, replace the filtration elements with all new filters.
- Open up all faucets and run water for an additional 15 minutes or until you do not smell bleach.

Salt-Free Water Conditioning Systems

- If you have pre- or post-filters, open all the filter sumps and remove existing pre- and post-filters that are present and dispose of them. If there is no prefilter, contact your Pentair water expert.
- Add four (4) fluid ounces (1/2 cup) of 5.25% Sodium Hypochlorite solution (commonly referred to as unscented bleach) in each of the sumps and reattach.
- Proceed with the standard media flushing process by running water for five (5) minutes at a high flow rate of five (5) gallons per minute (this can be achieved by using a bathtub or more than three faucets).
- Rinse the system by reducing the flow rate to ½ gallons per minute (one faucet, ¼ of the way on) and run water for 60 minutes.
- After the sanitization process is complete, replace all system filter elements with new filters.
- Open up all faucets and run water for an additional 10 minutes or until you no longer smell bleach.

Other In-Line Drinking Water Filtration Systems:

FreshPoint® Easy Flow Under Counter System, whole home filter systems, etc.

Media Filters

Contact Pentair technical support for more information regarding media exchange.

Drop-In Filter Systems

Any drop-in filter cartridges (such as sediment, carbon blocks, etc.) should be replaced with new filter elements.

- Open all related filter housings and remove existing pre- and post-filters that are present and dispose of them.
- Add 4 fluid ounces (1/2 cup) of 5.25% Sodium Hypochlorite solution (commonly referred to as unscented bleach) in the bottom of each sump. Replace housing cap and reinstall system.
- Open up all faucets and run water for an additional 10 minutes or until you no longer smell bleach.
- After the sanitization process is complete, replace all filter elements with new filters.

Shower Filters, FreshPoint Easy Flow & FreshPoint Carbon Filtration Systems

- Remove and dispose of existing filter cartridge and replace with new cartridge(s).
- Flush system with municipal water for at least 15 minutes.

Ultra-Violet (UV) Systems

- If power to the unit was not lost during the event at hand, nothing is required.
- If power was lost, follow disinfection instructions in your equipment Owner's Manual or contact a Pentair water expert for assistance.

NOTE: Pentair assumes the following in providing this guidance:

- Incoming water (the outlet water) is potable.
- System is being maintained within normal operating temperatures and other conditions as set forth in the applicable product's specification sheet.
- All instructions given by local board/government advisories have been followed. In the absence of instructions, Pentair recommends a microbial water analysis after sanitization.

Always read carefully and follow all instructions in the Pentair installation and operations guide. If you do not have a copy of the applicable guide, contact Pentair for a replacement manual.

For related technical support, please contact us at 855.349.7771.

Available Monday through Saturday 9:00 AM – 6:00 PM EST.

All indicated Pentair trademarks and logos are property of Pentair. Third party registered trademarks and logos are the property of their respective owners.