

BASIC GUIDELINES FOR WATER FILTER USAGE BY CONSUMERS

A COMMUNITY MESSAGE FROM WECAM:

1. Identify the water quality problem that you need to address for your house. Knowledge on which contaminants may be present in the water should be checked. This can be done by monitoring the quality of water - colour or odour.
2. Determine the type of treatment, whether whole house (Point of Entry: POE) or single tap (Point of Use: POU) required for your household. Most nuisance problems such as iron, manganese, hardness or odour suggest whole house (POE) treatment while POU treatment will only be necessary if there are possible health effects due to contaminants such as nitrate or ammonia (**which does not occur in Malaysian water supply system**). POU treatment can be replaced with boiling the water before consumption.
3. If colour is the main issue in your water supply system - use basic filters with cartridge of size 0.5 micrometer or 5 micron. This is sufficient to remove suspended solid which gives colour to the water. Colour maybe caused by galvanised pipes and content of manganese.
4. If odour and taste is the main problem, activated carbon is the solution. Activated carbon removed organic materials that cause the odour and smell.
5. DO NOT believe all HEALTH related claims for the water filters. Basic filtration is sufficient. Boil water for consumption, this helps to kill bacteria.

Consumers' responsibility:

- Check the filter type and its applicability to situation faced. Check on beneficial claims by water filter companies with relevant authorities.
- If your filter removes chlorine, do not store the water. It must be consumed immediately after boiling. Water MUST not be stored without chlorine for a long period of time.
- If you have a filter, maintain it well. Failure to maintain can cause serious cross-contamination to the water that you consume due to the filter malfunction.
- If you have water quality problem or would like to report a misleading advertisement / purchase of product, you can make a complaint to National Consumer Complaint Centre (NCCC) via nccc@nccc.org.my or e-Aduan at www.nccc.org.my or call the complaint centre at **03-7877 9000**.
- For more information please email us at general@wecam.org.my.