



Sustainable Water Treatment, LLC

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Do I need water treatment at my facility?

Yes! You need water treatment service if you have a cooling tower, chilled loop, hot loop, process loop, air washer, steam boiler or hot water boiler. A water treatment program will easily pay for itself by increasing efficiency, saving water, reducing maintenance, and minimizing costly repairs and downtime.

What is the purpose of testing my cooling tower and closed loops?

We believe monthly testing of cooling tower water is a good interval to gauge the status of the water treatment program with the goal to prevent scale, corrosion, and microbiological growth. Monthly water testing allows us to notify you of excessive water loss due to leaks and overflow in the cooling tower and ensure chemical levels are correct.

It is recommended to test hot and chilled closed loops 2-4 times per year. The testing ensures proper corrosion inhibitor is maintained in the loop to prevent corrosion.

What if I've never had water treatment before?

It is time to start! If systems are left untreated, scale and corrosion problems will persist and even get worse. Lack of treatment in a cooling tower can also lead to health hazards such as Legionella.

Why do I have a cooling tower and closed loops?

Large facilities such as commercial office buildings, manufacturing facilities, hospitals and schools use cooling towers and closed loops for their HVAC systems because it is more energy efficient than air cooled systems once you are over a certain tonnage. Manufacturing companies use cooling tower water or closed loop water to cool their process equipment.

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How do I tell if my cooling tower is using too much water?

Have your SWT technician calculate how many cycles can be maintained with proper inhibitor dosage. After determining cycles, the bleed setpoint should be set to the suggested conductivity. Monitor the conductivity daily, if it is lower than the setpoint, there is unnecessary water loss.

We only have a small cooling tower. Does it need water treatment?

Yes! All cooling towers need water treatment service to minimize water usage and maximize efficiency. Even small cooling towers can become contaminated with Legionella if biocides are not added properly.

Do I need a service agreement if I only have chilled, and hot water closed loops?

Yes! If closed loop water is not maintained, iron sediment and/or biofilm can foul your heat exchange surface and clog coils. Depending on city water quality, a leak in the closed loop can cause corrosion immediately or years down the road. Routine closed loop testing will promptly notify customers of leaks.

Is there a way to get rid of scale that doesn't use acid?

Yes, online cleaning programs can be effective without acid in many cases. However, they will take time. Online cleaning can eliminate system downtime, lower the risk of acid-related corrosion, and reduce handling of potentially dangerous chemicals. Properly performed, an online cleaning removes scale safely but slowly, perhaps taking several months or a year.

However, not all scale types can be removed with an online cleaning. As always, it is important to consult with a water treatment specialist to develop the best option for you, and to ensure the program you choose will work.

Need to talk to a specialist? Ours would love to help! Set up a free consultation by calling (336) 953-9552 during normal business hours.

Slime keeps showing up in the basin of our cooling tower, even with chemical treatment. Is that a problem?

Yes, this could be a sign of biofilm in the entire system. Biofilm can cause under-deposit corrosion and decrease efficiency in the heat exchange surfaces. Our SCT-251 biofilm cleaner/dispersant is designed to clean biofilm from the entire system and if used as part of a water treatment program, it will prevent it from coming back.

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Do I have to clean my cooling tower every year?

Yes, even with proper water treatment organics from the outside air can build up in the tower basin. Biocides cannot prevent bacteria from growing under a thick layer of sediment in the basin. Annual tower cleanings increase the effectiveness of the biocides thereby decreasing health risk to the environment around the tower affected by tower drift.

I've heard that you can use magnets to stop scale and corrosion, instead of chemicals. Does that really work?

Ask someone who has removed theirs and put it in the dumpster!

How much of my tower make-up water is going to bleed and how much to evaporation?

Typically, a cooling tower will evaporate 3 GPM per 100 tons of load. Depending on water quality and cycles that can be maintained, the bleed is anywhere from 15-25% of the evaporation.

