



What is wrong with my water?

[Click here to Start!](#)

Do you have concerns about  
your water?

Yes

No

# Congratulations!!

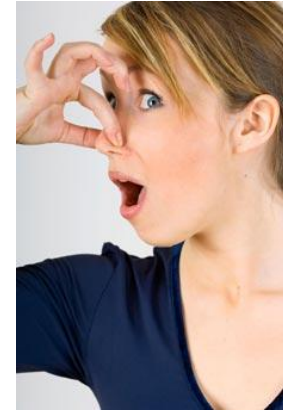
- We are very happy to hear you don't have any concerns about your water!!
- If you know anyone who has concerns about the taste, smell, discolouration or staining caused by their water, please ask them to call The Water Store 705 527-5900 and ask for Gary the Water Guy!
- Click here to see [Who is Gary the Water Guy?](#)
- Thank you for participating, click esc to exit

# Which of these concern you about your water!

- Taste



- Smell



- Discolouration



- Staining

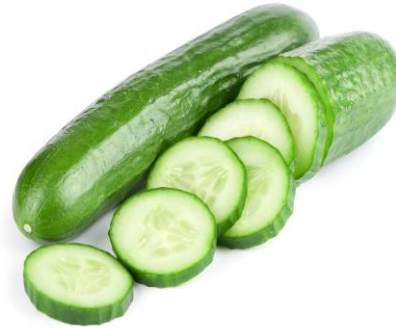


# What does your water taste like?

- Bleach (Chlorine)



- Cucumber



- Salt

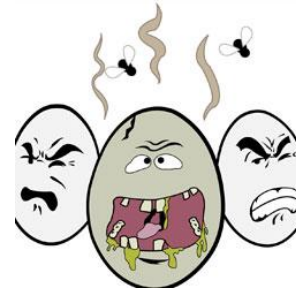


# What does your water smell like?

- Bleach



- Sulphur (Rotten Eggs)



- Earthy (Fishy)



# What colour is your water?

- Brown or Rusty
- Black
- Green

# Bleach or Chlorine

- You must be on a municipal water supply that is being chlorinated to prevent bacteria from getting into your water. Unfortunately, chlorine is a carcinogen and is not a healthy ingredient in your water for your family. To remove this, you can either use a backwashable carbon filter or if you also need a water softener you get a water softener that also removes chlorine!
- [Go back to select more problems with your water](#)



# What colour is the staining?

- Off white or light yellow
- Rust colour
- Black

# Iron Staining

- Iron in your water will result in rust coloured stains. Usually water coming from the tap is clear but after it sits the water turns a rusty colour and causes rusty stains
- [Click here for more info on iron filters](#)
- [Click here for more concerns](#)



# Does your brown water come out of the tap brown or does it turn brown when it sits?

- Comes out of the tap brown
- Turns brown when it sits

# Earthy or “Fishy” smell

- Usually combined with tannins in your water. You will need either an automatic backwashable or cartridge type carbon filter to remove this smell. [Click here for the solution.](#)
- Do you have discolouration in your water too? [Click here for more info](#)

# Cucumber taste

- You have blue green algae or Cyanobacteria in your water, which you must not drink!!



# Salt taste

- Your water is probably high in mineral content. Drinking water standard is 500 parts per million. Often when your water is higher than 500ppm it tastes salty. Reverse Osmosis will remove this salt and improve the taste. Click here to see [How a Reverse Osmosis drinking water system works](#)
- Please call The Water Store to arrange for a FREE in home water test so we can determine the exact mineral content of your water. [Click here for more info](#)
- [Go back to water concerns](#)

# Sulphur Smell

- Sulphur or “rotten egg” smell is caused by sulphur gas in your water. This is removed by oxidation through a number of methods. If you also have iron in your water some systems can remove both with one treatment.
- [Yes, I also have iron in my water, click for more info](#)
- [No, no iron staining, click for solution](#)

# Off-white or yellow staining

- Off white or yellow staining is caused by calcium and magnesium deposits and is called hard water because they are so difficult to remove.
- [Click here for solution](#)
- [Click here for other concerns with your water](#)





# Tannins in your water

- If water comes out of your tap discoloured you have tannins which is caused by rotting vegetation tinting your water.
- [Click here for more information about how tannin filters work.](#)
- [Click here to go back to select other concerns about your](#)

