

Residential Water Treatment Frequently Asked Questions (FAQ)

As a manufacturer of activated carbon filter media used in home water filters, we often receive questions about our products or the filters they are used in. We've developed this FAQ to address the common questions from consumers.

Q. How long will my filter last?

A. Because all filters are designed differently by each manufacturer, we need to defer this answer to the manufacturer of the filter. We do not design the residential filters that use our activated carbon. Typically the packaging or label of a home water filter will specify a capacity, which is usually denoted either in months, number of gallons treated, or both.

Q. What kind of activated carbon is in my filter? Is it coal or coconut?

A. We are not involved in the process of manufacturing the filters used for residential water treatment, so we do not know which activated carbon product is used in each filter. The filter manufacturer or the installer should know what type of activated carbon was used. If you know the product name of the carbon used, you can find it in our product list on our website to read more about its properties including the base material and certifications.

Q. Who are the retailers of home water filters in my area?

A. While we supply activated carbon to a number of manufacturers of residential POU/POE filters, we are not aware of the territories in which they operate and cannot make a recommendation for a specific retailer.

Q. Why does my activated carbon product have Proposition 65 or Right to Know warnings?

A. Calgon Carbon produces POU/POE activated carbon to meet NSF/ANSI 42 and Proposition 65 standards. Due to the presence of filter manufacturing components outside of our control, the individual manufacturer is responsible for ensuring these standards are met.

Our activated carbon products are manufactured from naturally-occurring raw materials which contain trace amounts of many elements. Some of which are classified by California Proposition 65 or Right to Know state laws. As such, their presence is required by law to be disclosed in our safety data sheets (SDS), even at trace levels. The same concept applies to Right to Know Lists.

Q. Can I purchase your activated carbon as a replacement for my home water filter?

A. Calgon Carbon does not provide POU/POE water filtration activated carbon to individual residential users as a replacement or refill for an in-service filter. We suggest that you contact a manufacturer of filters directly for such service as Calgon Carbon is not able to provide support for residential POU/POE filters.

Q. Backwashing guidelines – how often should I backwash my carbon filter, does backwashing extend the life?

We recommend that you contact the filter unit manufacturer for guidelines on how to operate their equipment.