

Frequently Asked Questions

Isn't using copper as a biocide banned by the EU?

The answer is NO. Copper was taken off the market in 2012 as the copper industry hadn't formed a task force as required by the Biocidal Products Directive. This has now been done, with ProEconomy a founding member. Therefore, copper is completely legal and compliant for use in Europe.

Isn't it true that there's no safe limit for silver in water?

Technically true, but misleading. Far from WHO implying that no amount of silver in water is safe, it seems that any risk from silver is very low.

Doesn't the system stain basins?

This has been known to happen in hard water areas on occasion, but the stains are easily removed. We can recommend very effective products to do this.

Is the Orca system as good as temperature control?

We've installed a number of systems where temperature control has failed to prevent Legionella from thriving, and controlled it successfully.

Can the system be used with dialysis patients?

Yes. Dialysis water must be absolutely pure so any chemicals such as chlorine, fluoride, calcium, magnesium, etc. must be removed beforehand. So, the system can be used with dialysis patients as long as the water is properly treated.

Isn't chlorine dioxide more effective?

In truth, we have installed Orca successfully in hospitals where chlorine dioxide has been tried and failed. What's more, CSI isn't corrosive.

Does copper/silver ionisation work against other bacteria?

Yes. It's been documented as being effective against *Pseudomonas aeruginosa*, *Stenotrophomonas maltophilia*, *Acinetobacter baumannii*, *Escherichia coli*, *Staphylococcus aureus* and mycobacterial species.

How does getting rid of biofilm help control Legionella?

It doesn't just help, it's essential. Biofilm protects not only Legionella but also pseudomonas and other bacteria. Control measures such as high temperatures that don't remove it can only work short-term - the bacteria will quickly recolonise.

Can drinking Orca-treated water turn skin blue?

There's a condition called argyria where excessive intake of silver turns skin blue. It's impossible for Orca-treated water to cause it.