



December 7, 2023

Mike Urbans  
Urbans Aqua  
Po Box 434  
Lima, PA 19037-7818

RE: QIR23-117 Investigation Response

Dear Mr. Urbans:

The investigation in response to Quality Improvement Request Number QIR23-117 concerning the recent odor related issue with FILTRASORB 600 AR+ is complete.

Upon further investigation we do not believe the carbon was at fault. Retain samples were tested for H2S Peak Release and the results were 0.2 ppm. With time, GAC filters can turn biological - a biofilm grows on the surface of the media. The microbial communities found in these biofilms are a function of the water matrix the filters treat. In this case, the influent water was potable water with chloramine disinfection residual. Water sources with chloramine typically have elevated levels of ammonia/nitrate in the water due to the use of chloramines. When chloramines come in contact with the GAC, the oxidant is quenched and the nutrients in the water then encourage biological growth. The likely cause is sulfur reducing bacteria establishing itself on the GAC media and then leading to the formation of hydrogen sulfide. Hydrogen sulfide is the "rotten egg" smell waters can sometimes emit.

Although our product was not at fault, we can help improve the knowledge base of our clients so that they avoid employing our products in applications that are inadequate. Salespersons working in the POU/POE systems market moving forward will help better educate our clients trying to use GAC filters in chloramine systems.

Thank you for making us aware of this problem. We regret the inconvenience and difficulty this issue has caused your company. We always appreciate any opportunity to improve the quality of products and services we supply to Urbans Aqua. Please feel free to contact us with any comments or questions.

Sincerely,  
CALGON CARBON CORPORATION

*Colby Smith*

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Customer Satisfaction Coordinator  
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