

Rinse 'n' Go Spotless Car Wash System

Frequently Asked Questions

(This document is not a substitute for reading the User Manual)

Assembly

1. **Does it require assembly?** Rinse 'n' Go is ready to use right out of the box. A resin filter already comes inside the unit. Just hook up one hose to your water supply and the other hose to the output of the unit to start rinsing your car.
2. **Is power/electricity required?** No, Rinse 'n' Go does not use a power supply. No power is required other than the tap water line pressure, which typically ranges from 40-60 psi. Water pressure should not exceed 90 psi.

How does it work?

3. **What is deionized water?** Deionization is a method used to purify water. In the process of deionization, the minerals responsible for leaving spots on your car and windows are removed from the water. So, you can rinse the surface, walk away, and still get spot-free and streak-free results.
4. **How does Rinse 'n' Go work?** Simply hook up your water supply via a hose to the inlet connection at the bottom of the unit. Connect a second garden hose to the outlet connection. The water will run through the system, which has a resin filter inside to remove the impurities from the tap water that are responsible for leaving spots on your car and windows. Such impurities are referred to as total dissolved solids (TDS).
5. **Do I still need to wash my car with soap?** Yes, you still need to wash the dirt and grime off your car as you would normally do when washing your car. If your system came with the Soap Blasting Car Wash Nozzle, you can use this to soap up your car quickly. We don't recommend using the pure (deionized) water from Rinse 'n' Go for this step. However, instead of spending all that time drying it by hand, use the purified water for the final rinse and just walk away.
6. **I can't take the cap/head off? How do I remove it?** To remove the head from the unit, press down on the blue lever while turning the head counterclockwise until it stops. It helps if you put your feet or knees on the base of the unit to hold it in place for leverage while turning the head.
7. **What is the recommended water pressure?** Water pressure should not exceed 90 psi. Most homes have a pressure between 40-60 psi.

8. **What does the TDS Meter do?** The TDS meter measures the TDS level in the water that comes out of the system. TDS is a measure of how pure the water is. Water that contains a TDS of less than 20 ppm should not leave spotting on the car. The TDS must be less than 10 ppm for spot-free glass. When TDS levels reach over 20 ppm, the resin filter should be replaced.
9. **How do I use the TDS meter?** Remove the protective cap. Press the ON/OFF button to turn the meter on. When water begins to flow out of the unit, fill the protective cap with the water. Insert the meter into the capful of water for 5 seconds. The LCD will indicate the ppm level of the water.
10. **What is TDS?** TDS is the abbreviation for Total Dissolved Solids. TDS are the impurities in the water that causes the spots on surfaces as they dry. TDS are measured in parts per million (ppm). Water is considered 100% demineralized or pure when its TDS is measured at 0 ppm. The average TDS of drinking water is 180 ppm.
11. **Can I use this item with a pressure washer?** We don't recommend using this product with a pressure washer. The water pressure entering the system should not exceed 90 psi.
12. **Will it remove the wax from my car?** No, the pure water will not remove wax from the car.

Resin Filter/Bag

13. **When do I replace the resin?** We recommend replacing the resin filter when the TDS meter reads above 20ppm or when you start seeing spots and streaks on your car after rinsing with the water.
14. **How do I replace the resin?** Replacing the resin takes less than 60 seconds. Be sure to shut off the tap water supply. Open the top of the unit by pressing the blue lever while turning the head a quarter turn counterclockwise. Reach into the tank and lift out the old replacement filter. Drop the new resin filter into the tank, zip-tie facing up. Do not remove the zip-tie. You may need to pat down by hand to ensure the entire bag fits well inside the chamber. Do not remove resin from the black nylon bag. Re-attach system head by pushing down firmly and turning a quarter turn clockwise.
15. **The resin is in a black, nylon bag. Do I need to cut open the bag to pour in the resin?** No, do not remove the zip-tie or open the bag. The resin is designed to work within the nylon bag.
16. **How many car washes will I get out of one resin filter/bag?** This product is meant to last 10-12 rinses with an average TDS reading of 200 ppm. Refer to section 5.0 of the User Manual for more information.

17. **How many gallons will it last for?** Each Rinse 'n' Go resin filter will last for approximately 100 gallons of water based on an average TDS reading of 200 ppm.
18. **I have "hard water." Does that impact the life of the resin?** Yes, the type of tap water you run through the system will impact how long you are able to use the resin filter before seeing spots and streaks. All water starts as soft water but the level of minerals, such as magnesium and calcium, that are in the ground impact how hard the water will become. Soft water has a TDS reading of 100 ppm or less, while some regions with very hard water have a TDS reading of 400 ppm or greater. This product is meant to last 10-12 rinses with an average TDS reading of 200 ppm. Refer to section 5.0 of the User Manual for more information.
19. **Does the resin have a smell?** Resin has a slight odor to it. You might smell it when the cap is removed from the product. This is normal.
20. **How do I dispose of the resin?** You can dispose of the resin in your trash. At this time, there are no recycling programs in place for the resin.
21. **How should I store my resin between uses?** You can keep the resin inside the unit if you plan to use the unit frequently. It's important that you replace the plug on both the inlet and outlet connections after each use to prevent the resin from drying. If you won't be using the unit for 6 months or longer, we recommend that you remove the resin from the unit and either discard it or put it in a sealed container or plastic bag.
22. **I accidentally opened the outer packaging for one of the resin filters, but I don't need it yet. What should I do?** Resin needs to stay wet for its most optimal performance, so if you've removed it from the outer packaging, you should put the resin inside a sealed container or plastic bag until you're ready to use it. You should never remove the zip-tie or remove the resin from the nylon bag. If the resin has been removed from the nylon bag, it must be discarded. Loose resin cannot be used inside the unit.

Unit isn't working

23. **I hooked up the hoses and turned on the water, but water isn't running through the system. What's wrong?** It is likely that you didn't connect the hoses to the right connection. Connect the hose from your tap to the inlet connection at the bottom of the unit. Connect the garden hose to spray water onto the car to the outlet connection at the top of the unit.
24. **There are streaks after drying my car, even though the resin is still good. What's wrong?** Sometimes, soapy water hides inside car crevices like around lights and gas caps and then slowly drips out to cause streaks. Make sure to rinse every part of the car with the water, including areas where soap might get stuck, such as around the trunk, lights, and fuel door. For best results, rinse the car twice to remove all soap and ensure spot-free results.

Miscellaneous

25. **Can I drink the water produced by this product?** No, do not drink the water. This water takes out all the impurities and is not meant for human consumption.
26. **There was water/moisture in the bag that was wrapped around the unit. Is this okay?** Yes, this is okay. Each unit is tested before it's shipped so sometimes there is a little water left behind. The resin inside needs to stay wet so we wrap the bag around it just in case any of the plugs open during transit.
27. **A little water is leaking from the unit. Is it working correctly?** A little water might come out of the area near the pressure release valve when you initially start water running through the unit. This means that the product is releasing pressure, it's a safety precaution.
28. **Do I need to use special soap?** No, clean your car as you normally would, with the soap that you normally use for car cleaning. If you are using the Soap Blasting Car Wash Nozzle, fill it with concentrated car shampoo for best results.
29. **Can I use this for solar panels?** Yes, you can use this product anywhere you need a spotless finish.
30. **Can I use this for windows?** Yes, you can use this product anywhere you need a spotless finish.
31. **Can I use this for boats?** Yes, in fact, using deionized water is a great way to clean your boat.
32. **Is this product for commercial use?** No, this product is not intended for commercial use. It is intended for residential application only.
33. **How long is the hose that comes in the kit?** The hose is 8' long.
34. **How much does the unit weigh?** The unit weighs less than 10 lbs.