Iron Curtain Information

Salespeople,

Please be aware of the following:

The water filter system is called “Iron Curtain” and is manufactured by Hellenbrand. Their web site is [www.hellenbrand.com](http://www.hellenbrand.com) This filter system introduces air into a tank that exposes the water in the tank to the introduced air. Exposing the water to air causes the iron in the water to solidify in the system for removal. Some of the excess air (Oxygen) is dissolved into the water in the form of micro bubbles. This dissolved air remains in the plumbing of the home. This excess air goes mostly un noticed as most faucets have aerators so a few extra bubbles is not an issue. When this oxygenated water enters the water tank of the B36C’s, the dissolved air, is released from the water. This air accumulates at the top of the water tank and as it expands it causes the water dispenser to drip. It seems as though once all the oxygen is released the drip stops. Every time the dispenser is used the dripping starts all over again. It is a vicious circle.

I have put the people at Franklin Water Treatment (parent company of Hellenbrand) in touch with our Refrigeration Engineers and they will be working with Franklin to hopefully find a solution. Please inform the dealers in the area that when recommending one of our B36C models in the area to ask if the customer is on well water and if they have an Iron Curtain Filter. If so, unfortunately I believe it needs to be mentioned that there is a possibility of dripping and they should contact the manufacturer (Hellenbrand) or their water treatment company. It is not a problem with our product.

Currently the only work around is to have the water supply for the refrigerator moved from “filtered/treated” to the incoming water supply. The installation of a filter bypass will not make a difference and it is not recommended to connect units to reverse osmosis.