How to use our support tools

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This guide explains the application of some of Sentinel's support tools and testing products to help you demonstrate the need for best practice water treatment to your customers.

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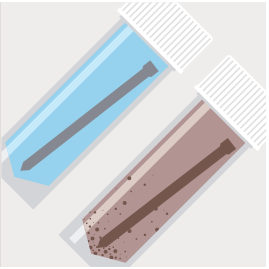
Use a Nail-in-Jar demo unit to explain water treatment

The Sentinel Nail-in-Jar demo unit is great for showing the importance of adding a quality inhibitor to a heating system.

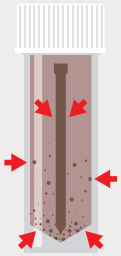
It can be used during calls to properties to support your quotation.

1: The demo unit contains two sample tubes. One tube contains a steel nail in a Sentinel X100 solution, and the other contains a steel nail in just water.

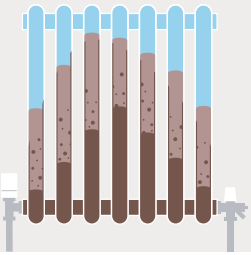
2: Show the demo unit to your customer highlighting the different solutions.



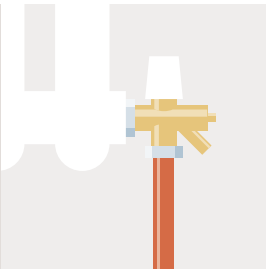
3: The customer will see that the steel nail in tap water has started to rust while the other remains clean.



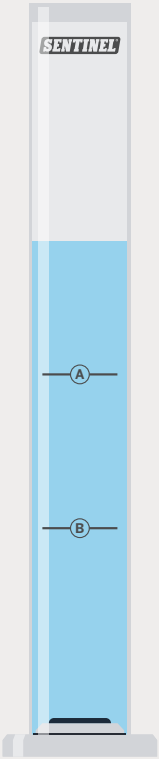
4: Explain that similar corrosion could be occurring within their heating system and that heat will accelerate that corrosion.



5: Also explain that mixed metals, which is common in a heating system, will also serve to accelerate corrosion if left untreated. This can be costly and expensive.



Test system cleanliness with a turbidity tube



Judge the best water treatment solution to recommend to your customers.

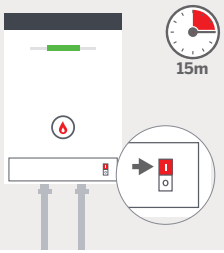
This is a visual tool which can reassure customers that the appropriate solution is being recommended. Note that the steps in this guide are specific to Sentinel branded turbidity tubes with A - B indicators.

1: It is advisable to turn on the system and allow the water to **circulate the system for at least 15 minutes**.

Allow system to cool enough to safely draw off a water sample.

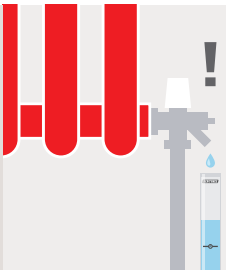
Before filling the turbidity tube, please ensure it is clean.

Always assess the results in daylight, but not direct sunlight.

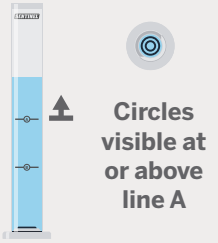


2: From a convenient drain point, allow the system water to run for a few seconds and then fill the turbidity tube just above line A. Ensure that any dirt is well dispersed across the bottom of the tube. **Take care; the sample water may be hot.**

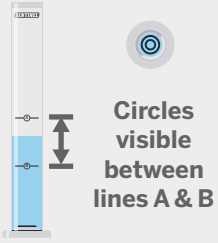
Look directly down the tube to check if the two concentric circles are visible at the base of the tube. If the circles aren't visible, repeatedly remove a small amount of water until the circles become visible. At this point, note the level on the side of the tube.



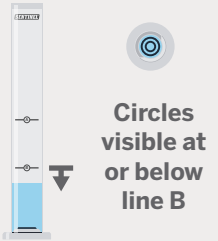
3: If the circles are visible above line A the system is clean but may require topping up with X100 Inhibitor to maintain system protection.



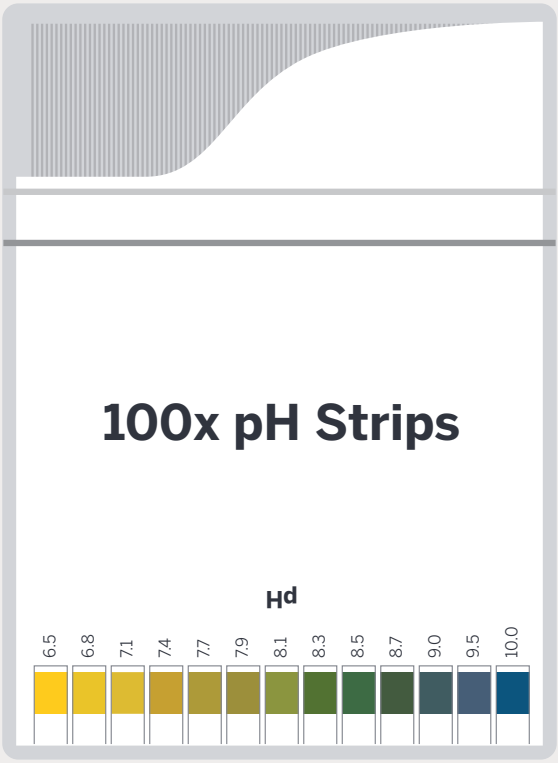
4: If the circles are visible between lines A and B, the system is dirty and will require cleaning.



5: If the circles are visible at or below line B, the system is very dirty and will require powerflushing.



Test system water pH

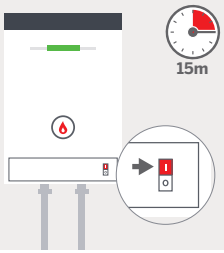


Check system water pH to ensure that a system is not vulnerable to extremes of pH, which can accelerate corrosion.

Before following these steps to test system pH, make sure that the container you are putting your water sample into is clean.

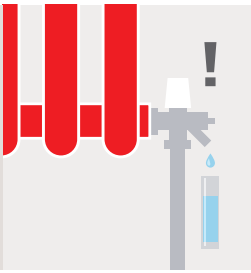
1: It is advisable to turn on the system and allow the water to **circulate the system for at least 15 minutes** to ensure the reading is taken from an evenly distributed sample.

Allow system to cool enough to safely draw off a water sample.



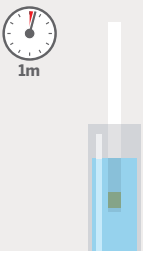
2: From a convenient drain point, allow the system water to run for a few seconds and then fill your container.

Take care; the sample water may be hot.

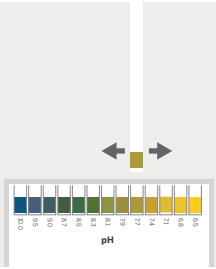


3: There is a small tab on one end of the pH strip. This should be placed into the water.

4: Leave the pH strip in the sample for 1 minute.



5: Remove the pH strip from sample and compare it with the colour chart at the base of the pH strip box. **If the pH is within the range 6.5 to 8.5, the system water is within the acceptable range for reduced risk of corrosion.** If the system water is outside the acceptable range for reduced risk of corrosion, this will be evident as an intensity of colour towards either end of the spectrum shown; yellow for acidity, deep blue for alkalinity.



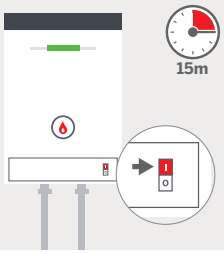
Test Sentinel X100 Inhibitor levels

There are a number of ways that inhibitor levels can drop in a system which was once protected including raw water makeup from leaks or partial system draining.

Check the level of Sentinel X100 in a system with the simple X100 Quick Test Kit. It can be used during the commissioning of a new system or on an older system after the replacement of any components.

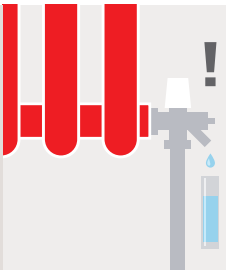
1: Before performing the test, allow any Sentinel X100 Inhibitor to fully **circulate the system for at least 15 minutes** to ensure the product is evenly distributed.

Allow system to cool enough to safely draw off a water sample.

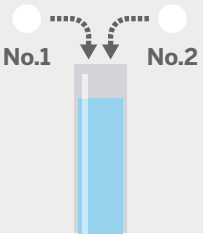


2: From a convenient drain point, allow the system water to run for a few seconds and then fill the sample tube provided.

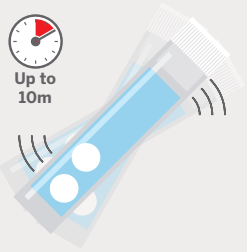
Note: Take care; sample water may be hot.



3: Place a number 1 tablet and a number 2 tablet into the sample tube. These are clearly marked.



4: Seal the top of the tube and shake vigorously. Allow the tube to stand, shaking the solution from time to time until the tablets are fully dissolved. This can take up to 10 minutes (less if the tablets are crushed prior to adding or within the solution). The solution should change colour.



5: When the tablets are fully dissolved, place the tube against the white part of the shade chart provided with the kit. **If the colour appears deeper or the same depth as the 'Standard' yellow shown, the concentration is okay. If lighter, then add more Sentinel X100 Inhibitor to the system, circulate for a further 15 minutes and re-test.**

We recommend repeating this test at each annual boiler service to check and maintain the protection level of the system.

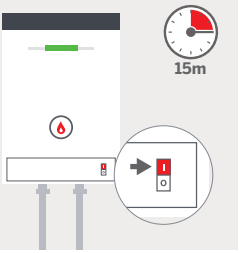
Conduct a SystemCheck test

Get rapid, independent confirmation that a central heating system has been correctly cleaned and then protected with Sentinel X100 Inhibitor.

Sentinel SystemCheck can be used during the commissioning of a new system or an older system following the replacement of any components.

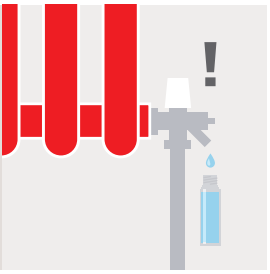
1: Before performing the test, **circulate the system for at least 15 minutes,** ensuring that the radiators are hot.

Allow system to cool enough to safely draw off a water sample.

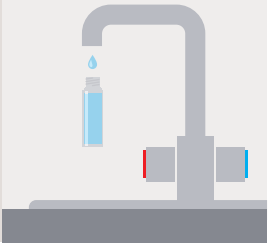


2: From a convenient drain point, allow the system water to run for a few seconds and then fill the sample tube provided.

Note: Take care; the sample water may be hot.



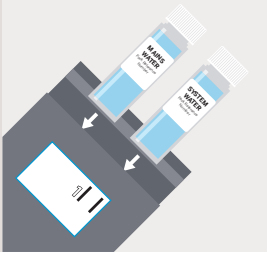
3: Also collect a sample of mains water in the second tube.



4: Label both samples with the Pack Reference Number found on the form provided. Details for the pack can be entered on the paper form or given online.

Note: Keep the bottom of the form for reference purposes: it contains your Pack Reference Number.

Send off the samples and form in the prepaid envelope.



5: For each pack, an email will be sent with a PDF report.

Packs submitted online will be displayed on a dashboard, with their status indicated and copies of reports available on demand.

Any questions?

Video demonstrations of these tools are available on our website **sentinelprotects.com**, or speak with your local expert.

Available to buy online

The items referenced in this guide are now available to buy online at **www.sentinelprotects.com/shop**

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Support Centre

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Sentinel Performance Solutions Ltd

7650 Daresbury Park,
Warrington, Cheshire, WA4 4BS,
United Kingdom.

Tel: +44 (0) 1928 704 330

www.sentinelprotects.com

@SentinelHQ

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