

# Helpline FAQs

## DOES IT MATTER WHAT PRODUCTS OR MATERIALS I USE?

Products or materials that come into contact with drinking water during treatment or distribution should be chosen carefully as they may leach contaminants into the water or may not meet their manufacturer's claims. Health Canada recommends you look for products that are certified by an accredited certification body.

## HOW TO FIND WHAT'S CERTIFIED

There are three general categories of products/materials: treatment devices (e.g. filters), treatment additives (e.g. chlorine), and system components (e.g. pipes).

Certification organizations provide assurance that products and materials are safe by testing them against health-based standards. Consumers should always look for labels and marks indicating the products/materials have been certified.

The following organizations have been accredited by the Standards Council of Canada:

- Canadian Standards Association International
- NSF International
- Water Quality Association
- UL LLC
- Bureau de normalisation du Québec
- Truesdale Laboratories Inc.
- International Association of Plumbing & Mechanical Officials



## MORE INFORMATION

The following links provide resources for consumers when buying materials and products to be used in drinking water systems:

[Find certified water treatment products \(WQA\) >](#)

[Drinking water treatment chemical search \(NSF\) >](#)

[Home water treatment system selection \(NSF\) >](#)

[Contaminant reduction claims guide \(NSF\) >](#)

[Have you purchased a product and wish to verify the certification mark is approved in Canada? \(SCC\) >](#)

[List of NSF standards for water treatment systems >](#)

[Product label and literature claims \(NSF\) >](#)

[Products and materials that come into contact with drinking water \(Health Canada\) >](#)

