

Inflow

US WATERGROUP

April 2002 Volume 4, Number 1



Expanding Our Pump Line

USF WaterGroup is pleased to announce that we have entered into an agreement to distribute Pedrollo water pumps in Canada. Pedrollo is an Italian manufacturer and a world leader in the production of quality Jets, Deep Well Submersible, Sump and Wastewater products.

We are proud to be able to provide this exciting news as we feel the addition of Pedrollo to our Duro and Novatek pump line will give our customers the ability to develop an even greater part of the pump business in Canada.



For more than 28 years, Pedrollo S.p.A. has been manufacturing quality electric motors and pumps for domestic and commercial applications producing almost 2 million pumps in 2001. Over the last decade in particular they have achieved rapid and constant growth, progressively expanding their market to become one of the world's leading manufacturers of pumps.

Based in a modern 650,000 square foot state of the art building, Pedrollo currently employs over 350 people and markets their

products to approximately 160 countries worldwide. With a major commitment to research and development as well as employing cutting edge production technologies and methods, Pedrollo has earned it's market leading position.

Pedrollo's key strategic advantage is the fact that they manufacture their own electric motors. This not only allows them to be one of the world's low-cost producers of pump products, but it also allows Pedrollo total quality assurance of the combined pump and

motor unit.

USF WaterGroup is proud to partner with Pedrollo. Their commitment to continuous improvement and product quality will allow us to develop a leading position in the Canadian pump market.

Look for upcoming introductory offers as we unveil the Stainless Steel and Cast Iron Jet Pumps along with the Stainless Steel Deep Well Submersible Pump line.

Inside *Inflow* ...



Dealer Profile



Service Call



Featured Products

Dealer Profile: Consolidated Plumbing & Heating Lower St. Mary's, New Brunswick

Brent Hoyt started out as an employee of Consolidated Piping Ltd. in 1990. He purchased the service side of the company from the present owner changing the name to Consolidated Services Ltd. in 1999. Brent became a Duro Key dealer in 1998, selling many different types of USF WaterGroup equipment through the past few years. Located at 160 Route 2 Hwy, Lower St. Mary's N.B., the company typically installs domestic water treatment equipment as well as small commercial softeners and filters.

Application Centre for support. Besides word-of-mouth to grow the business, Brent also has done flyer advertising, taking advantage of the Key Dealer Advertising Rebate Program.

In the future, Brent hopes to continue increasing the commercial side of the business, with expansion into the treatment of bacterially contaminated water utilizing products such as ultraviolet sterilizers. While maintaining the growth in sale of water softener and filter

Brent realizes that one of the benefits of being a Key Dealer is the accessibility of product training & application programs for his employees, which has been very helpful in keeping the business



Owner: Brent Hoyt, Lower St. Mary's, N.B.

growing. Over the past few years, most of Brent's twelve employees have attended one of the many Duro Water Treatment training courses to insure that they have the product knowledge to provide top quality service for all of the equipment that they install.

As their knowledge has expanded so has the commercial side of the business. While working with consulting engineers in the field doing the installation of USF WaterGroup equipment, Brent and his staff are more comfortable with the tools at their exposure. If they have any questions, they know they can reach their District Sales Manager or USF WaterGroup Commercial Engineering &

recognize one of his dedicated employees, Gerry Leach. Mr. Leach has been in the business for many years, both in plumbing wholesale as well as retail, and is an avid believer in selling quality products to his customers. He feels Duro is one of the best products for their customers and promotes the water treatment side of their business with great vigor.

USF WaterGroup would like to thank Brent, Gerry and the rest of the staff at Consolidated Services Ltd. for their continued support of its products and Key Dealer Program and wish them all the best in their continued growth and success.

products is important, recent Canadian water issues makes this area of business and water knowledge essential to going forward.

Brent would like to take this opportunity to

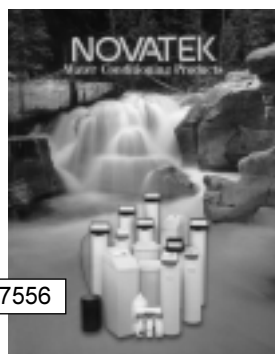
NEW LITERATURE

USF WaterGroup is pleased to announce the availability of their new Novatek & Duro Condensed Catalogues. As well, two customer oriented benefits brochures are now available. Ask your District Sales Manager or call our Order Desk to get these items.



Item # 57525

Item # 57556



Item # 57142



Item # 57121



Service Call/ Installation Tip

Shallow Well Jet Pumps Installation Tips

Service Call Tips - Shallow Well Jet Pumps

If you receive a call from a customer who requires service on their Shallow Well Jet Pump, chances are it will likely have something to do with one of the following problems: 1) the pump 'kicking out', 2) inadequate water pressure, 3) the pump cycling too often or 4) the pump being too noisy. Review the troubleshooting tips below to identify the likely cause of your customer's problems.

Problem: Pump 'Kicking Out' - Motor Overload

Look for:

1. Improper wiring - Check wiring diagram to make sure connections are properly matched to voltage.
2. Low voltage - Check at pump with voltmeter. Make sure wiring is heavy enough for long runs from power supply.
3. Inadequate ventilation - Take steps to increase air flow through pump location or air circulation around motor.
4. Pump cycling too often. (See Pump Cycling below)

Problem: Inadequate or Low Water Pressure

Look for:

1. Clogged Nozzle or Impeller - Disassemble pump and check nozzle, tube and impeller.
2. Well lift too high - Check water level in well to see actual pumping level. Measure vertical distance to pump and compare to tolerances for pump type.
3. Pressure control set too high - Compare minimum pressure on which capacity is based with operating pressure shown on gauge.
4. Offset piping too small - Replace suction and drive lines with larger diameter pipe.
5. Failure in impeller or diffuser vanes - Inspect for wear on impeller nose or internal blockage.

Problem: Pump Cycling Too Often

Look for:

1. Waterlogged pressure tank - Check for faulty AVC or low pressure in pre-charged tank.
2. Hidden water loss - Check for leaky faucets and pipes drawing from tank. Also check for leaks in foot valve bleeding water back to well.

Problem: Pump is Too Noisy

Look for:

1. Plugged Suction Line - Clear blockages from foot valve, ejector or piping

H2O Problems/ Solutions

Problem:

The customer claims the water is leaving black and brown stains on fixtures, toilets and bathtubs. This is a family of three living in rural Manitoba.

Water Analysis:

Total Hardness:	35 gpg
Iron:	2.8 mg/L
Manganese:	2.5 mg/L
PH:	7.3
TDS:	1850 mg/L
Tannins:	0 mg/L
H2S	0 mg/L

Solution:

The black and brown staining on the fixtures is caused by the high levels of iron and manganese as confirmed by the water analysis. Levels of iron as low as 0.3 mg/L can cause reddish brown stains if given the opportunity to oxidize and precipitate. Similarly, high Manganese levels can also cause black stains if allowed to precipitate. The current Canadian Aesthetic Objective for Iron is 0.3 mg/L and for Manganese is 0.05 mg/L. Installing a 10" Iron and Sulfur (Manganese Greensand) Filter to reduce the iron and manganese to more acceptable levels is suggested.

In addition to the Iron and Sulfur filter, the water analysis also showed a high value for Total Hardness. Hardness is the presence of calcium and magnesium salts in the water, and in a household situation it causes detrimental effects such as excessive soap consumption, scum and curds that are difficult to clean and scale formation in hot water heaters and pipes. A 30,000 grain water softener is suggested to treat this issue for a family of three. The softener should only be installed after the Iron and Sulfur Filter is installed and operating.

Finally, the customer's water analysis also showed a high Total Dissolved Solids (TDS) of 1850 ppm. The customer may be interested in a Reverse Osmosis System to produce high quality drinking water. A Reverse Osmosis System will reduce the dissolved solids up to 99% and provide enough water for a typical family of three's drinking, cooking and other high quality water needs. If a Reverse Osmosis System is desired, the Iron and Sulfur Filter and Water Softener must be installed prior to its installation. Otherwise the untreated water would quickly foul an R.O. system membrane similar to effects the water has on the household fixtures currently.

Featured Products!

USF WATERGROUP



JCR Series



JSW Series

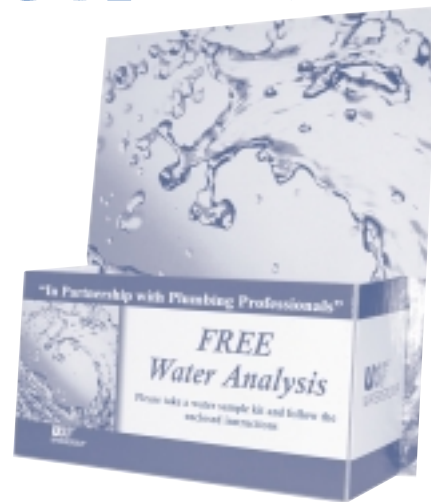
self-priming "JET" pumps

- Available in 1/2, 3/4, and in 1HP models
- 115V and 230V models available.
- CSA approved
- 2 YEAR Warranty in Canada.

For more information, please contact:

USF WaterGroup
Toll-Free 1-877-288-9888

USF WATERGROUP



**Water Sample
Point-of-Purchase
Counter Display**

Encourage customers to test their water by placing this attractive display on your counter.

Order item #57336 for the display and item #95330 for the sample bottles

For more information, please contact:

USF WaterGroup
Toll-Free 1-877-288-9888



Since 1967, USF WaterGroup has manufactured & distributed water treatment and pump products across Canada. Our commitment to providing our customers with quality, leading-edge products, backed by unparalleled service and support, has earned us our reputation as the leader in the Canadian water treatment industry.

For more information on our company or to receive complimentary issues of Inflow on a regular basis, please mail or fax your inquiry to the attention of Denise Hughes:

USF WaterGroup
580 Park Street, Regina, SK, S4N 5A9
Fax: (306) 721-5610

THE LAST DROP



Between 55 and 75% of adult body weight is water. We need to replace approximately 10 cups of water a day due to loss through respiration, perspiration & urination.