

# Inflow

**US** WATERGROUP

February 2003 Volume 5, Number 1

## Bigger Systems = Bigger Profits

*Let Our Commercial Engineering Application Center Help You!*

Commercial water treatment has become a huge opportunity for plumbing wholesalers and their customers! Water quality has never been more important for business owners. Whether the application relates to commercial car washes, laundromats, restaurants or hotels, selling 'good water' is easy to do once the customer understands the benefits in terms of cost savings and providing superior products for their customers.

By protecting their plumbing and water using appliances from scale build-up and other water related problems, business owners can extend the life of these all important assets. Their customers will be able to taste, see, touch and smell the difference of treated water, an essential advantage for many industries. Imagine Starbucks serving coffee with untreated water or driving your car out of the carwash only to find it

covered in spots and hardness residue. The investment in good water will pay for itself over and over again.

While some plumbing professionals avoid these types of opportunities due to unfamiliarity with these types of applications, many have embraced this high growth, high profit opportunity. At USF WaterGroup, we are here to help you take advantage of these opportunities. The USF WaterGroup Commercial Engineering Application Center (CEAC) provides you with the most

experienced, professional commercial application and sizing support staff in the industry. Our Commercial Product Manager, Dave Pitman P. Eng, leads a group of qualified individuals in both our Cambridge, Ontario distribution center (where you'll find Kevin Howatt and Dwayne Abrey) and Regina head office (Dave Pitman, Don Matt, Brent Kuntz).

USF WaterGroup offers hundreds of standard commercial products and drawings, including top and side mount softeners/filters and commercial reverse osmosis products to meet virtually every application. We also offer the ability to design custom products to meet special customer requirements. Products have become simple in design and operation, similar to installing a residential product. USF WaterGroup sees this as a great opportunity to grow profits for your business and we'll be



right there to help you every step of the way from the most basic questions to complex applications. To speak with Dave or someone in our CEAC team about how they can help you, please call them toll free @ 1-877-288-9888 and ask for our CEAC team or fax them @ 1-800-565-3504.

In partnership with plumbing professionals for over 35 years - and very proud of it!

## Inside *Inflow* ...



Dealer Profile



Service Call



Featured Products

# Dealer Profile: Tag's Plumbing and Heating Ltd. Esterhazy, Saskatchewan

Tag's Plumbing and Heating Ltd. located in Esterhazy, Saskatchewan is owned and operated by Greg and Lorne Schentag. Greg Schentag started working for his father, Emil, in 1978. His brother Lorne, who was working as a recreational director in Shaunavan and Moosomin, joined the business shortly thereafter. While the brothers had been operating the business for some time, they officially bought it from their dad, Emil, in 1996. This really has been a family business as Greg and Lorne's uncle started it in 1959 and then sold it to Emil in 1963. Since Greg and Lorne have taken over, the company has grown to include 7 employees and 2 owners, not to forget Emil who still pops in to keep them all out of trouble.

Greg and Lorne have a mixed 50/50 split on commercial and residential customers. Greg and Lorne mention that "because of the expertise required for commercial contracts, there are less contractors able or willing to take the risk, therefore less competition".

Tag's Plumbing and Heating Ltd. have been a NOVATEK Key Dealer since the inception of the program and Greg and Lorne state "Being a Key Dealer has given us the benefits of training, technical support,



*Greg, Lorne and their Dad Emil*

commercial consulting by the engineers, display agreements and access to residential rental units".

Greg and Lorne firmly believe that you can trust the equipment and the commercial support supplied by the CEAC department, as well as their local District Sales Manager, on start-ups, commissioning of plants, and service help. They both agree that the relationships they have developed with the commercial engineers have been an asset, helping to improve their confidence in commercial applications, and are confident they will get the support they need now, and for the future.

Greg and Lorne feel that by being a Key Dealer, you get more hands on support, a closer relationship with USF WaterGroup, and access to all types of back-ups for marketing and sales promotions which have proven to be beneficial to their business.

Tag's Plumbing and Heating Ltd. would like to thank all of the water treatment plant operators and towns around Saskatchewan, as well as the many schools, hospitals and other businesses they continue to service in Southern Saskatchewan. And USF

WaterGroup would like to thank Tag's for their support and professionalism.

## H2O Problems / Solutions

### ***Problem:***

A large restaurant in Calgary requested a softener for the entire building. The water supply was from a large city main. The customer requested a continuous soft water system with no interruptions. The following information was supplied to size the proper equipment for the job.

### ***Water Analysis:***

|                              |              |
|------------------------------|--------------|
| Restaurant:                  | 130 Seats    |
| Total Hardness:              | 15 gpg       |
| Usage:                       | Hot and Cold |
| Estimated Daily Water Usage: | 5850 gpd     |

### ***Solution:***

After reviewing the above information it is suggested that a TMI 150 - 1.5 DAO twin alternating softener would be the right product to use. This product was chosen because all water

softeners require periodic regeneration when their softening capacity is exhausted. Conventional softeners can allow hard water to bypass the softener during regeneration.

The TMI Series features a twin mineral tank system governed by a meter initiated control valve (electronic controls are available as an option). One softener tank is in service, delivering soft water, while the second softener tank is held in reserve. When the softening capacity of the service tank is exhausted, the control valve automatically switches the water flow to the reserve tank. The exhausted tank regenerates immediately and then becomes the reserve. This ensures a continuous supply of soft water without the risk of hard water getting into the service flow, making the TMI Series ideal for feed water pretreatment of commercial and industrial reverse osmosis systems.

The TMI 150-1.5 DAO also has a flowrate capability of 39 USGPM at a 15 psi pressure drop with a peak flowrate capability of 52 USGPM at a 25 psi drop. Although this information was not provided, the final product selection should be compared with the restaurant's potential peak flowrate demand from the various fixtures.

# Service Call / Installation Tip

## Model 9500 Econominder General and Commercial Installation

Place the softener tank where you want to install unit, making sure the tanks are level and on a firm base.

All plumbing should be done in accordance with local plumbing codes. The pipe size for the drain line should be the same size as the drain line flow control connection.

Both tanks must be the same height and diameter and filled with equal amounts of media. The 1 1/2" distributor tube should be cut flush with tip of each tank.

Lubricate the distributor o-ring seal and tank "o" ring seal with silicone lubricant. Place the main control valve on one tank adapter on the second tank.

**Note:** The 1 1/2" copper tubing to interconnect the tanks must be soldered prior to assembly on the main control valve and tank adapter.

Solder joints near the drain must be done prior to connecting the Drain Line Flow Control fitting. Leave at least 6" between the DLFC and solder joints when soldering. Failure to do this could cause damage to the drain module.

Teflon tape is the only sealant to be used on the drain fitting.

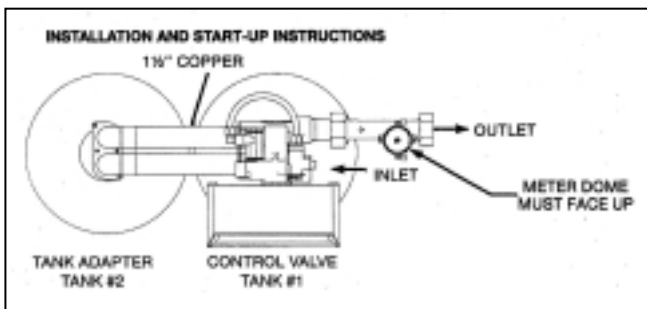
Make sure that the floor is clean beneath the salt storage tank and that it is level.

Place approximately 1" of water above the grid plate (if used) in your salt tank. Salt may be placed in the unit at this time.

On units with a by-pass, place in by-pass position. Turn on the main water supply. Open a cold soft water tap nearby and let run a few minutes or until the system is free from foreign material (usually solder) that may have resulted from the installation.

Place the by-pass in service position and let water flow into the mineral tanks. When water flow stops, open a cold water tap nearby and let run until air pressure is relieved.

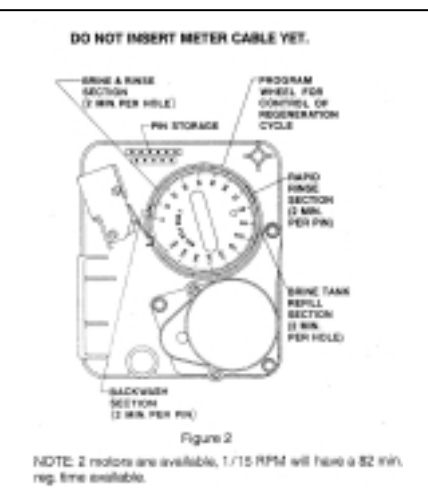
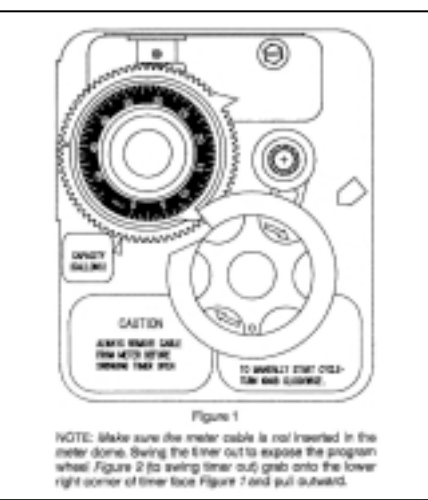
Electrical: All electrical connections must be connected



according to codes. Plug unit into electrical outlet. **Do not insert meter cable** into the meter yet.

Tank # 1 has control valve. Tank # 2 has the adapter. Look on the right side of the control valve, it has indicators which tell you which position the control valve is in during regeneration and

which tank is *IN SERVICE*. Photo on the right indicates the valve is in the service position and tank # 1 is supplying conditioned



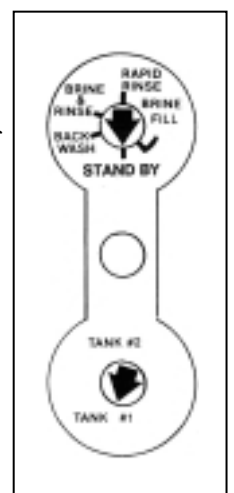
water. Tank # 2 is on standby.

Cycle timer into backwash position. Turn manual knob (figure 1) so that the micro switch is riding on the 1<sup>st</sup> set of pins (figure 2). In this position the tanks will switch (lower piston) and the control valve will move to the backwash position (upper piston). You *must* wait until the positioning of upper and lower pistons has stopped before advancing the timer further. *If advanced too fast* the control will not *home* into the service position (it will not advance to any other position). To correct this, rotate the manual knob back to service and start again

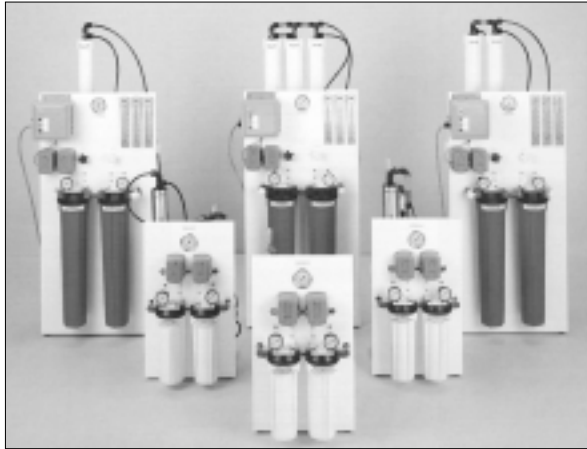
into backwash. **Note:** once valve has positioned itself into the backwash cycle, the homing circuit is locked in.

With all the air backwashed out, slowly cycle the timer to the brine position; rapid rinse; and brine tank refill. You must wait for the control drive motor to position itself in each cycle and stop, before advancing on to the next position.

Once back in the service position, cycle the control valve again into the backwash position. The tanks will switch again, and you will backwash the air head out of the other tank. Cycle the control back to the service position. Leave the timer in the open position.



# Featured Product!



## Commercial WGR Series Reverse Osmosis

Demand has never been higher for commercial Reverse Osmosis systems for applications such as car washes, curling rinks, restaurants and laundromats.

Quality water everyone needs and deserves.

**Quality Products Produce Quality Water!**  
*For more information, please contact:*

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

# Featured Product!



## Commercial Duplex Softener with Systemax Control

The installation pictured above is the Regina Inn luxury hotel with 240 rooms and over 400,000 sq. ft. This package is just one of the many items offered by USF WaterGroup's commercial product line.

- FAF 780 Duplex Alternating Softener
- 3" - 3900 Control Valves
- 42"x72" Fiberglass Tanks with 26 cu. ft. of softener resin per tank
- Optional Systemax 2000 electronic controller
- Optional Side Mount Package

**Quality Products Produce Quality Water!**  
*For more information, please contact:*

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**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**

*You can survive about a month without food, but only 5 to 7 days without water.*