



# INflow<sup>USA</sup>

The Water Treatment & Pump Newsletter

3rd Quarter 2007  
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**NEW**  
Pump Products

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## Contact Us!

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## New DUROJet™ Convertible Jet Pump to replace Duro® Dual Jet

Over the last several months WaterGroup has introduced many new quality products, including the new line of TITAN Sump and Wastewater pumps. Now we are getting ready to introduce the new DUROJet™ Convertible Jet Pumps. Available in ½ and ¾ hp, these new pumps offer improved performance at a more affordable price.



WaterGroup is excited to be able to offer our customers this latest addition to our pump line which will have the following features:

- Stainless steel motor shaft and seal plate.
- Carbon / Ceramic mechanical shaft seal
- Permanent split capacitor motor for high starting torque.
- ½ & ¾ hp – 115/230 dual voltage motors.
- Aluminum die-cast motor housing.
- Pressure gauge included.
- Full color packaging.
- 2 Year Guarantee.

Contact your WaterGroup / Novatek Sales Representative for more information as we introduce this product.

## The Versatile Undersink Pump Package

This TITAN product is a versatile packaged system that includes a ¼ hp TITAN sump pump with a vertical float switch, a check valve, discharge pipe and 11 gallon (42 litre) tank.



Because this package is an excellent replacement for the old style Laundry Tub Pump application, it can also be used for pumping water away from bar sinks, washing machines, mop sinks, water softeners and dehumidifiers or wherever gray wastewater drainage is needed below gravity drain lines.

## Stay tuned...

for the following new products to be introduced in the next few months.

WaterGroup is set to introduce a totally redesigned Duro® Dynaflo Submersible pump line in composite with internal check valve as well as a complete line of stainless steel submersible well pumps. These are due December 2007.

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Also coming is the new DUROJet™ Shallow Well Jet Pumps. Three models to be offered in ½, ¾ and 1 HP in cast iron and stainless steel pump bodies.

# What's New @ WaterGroup?

## WaterGroup's Director of Water Systems for North America



Denton Gaiser, formerly National Sales Manager, was recently promoted to Director of Water Systems, North America for WaterGroup. He started in the Pump Business in 1973 working in Customer Service with Pumps and Softeners Ltd. in London, Ontario. At the time, there were primarily 3 pump companies; Duro®, Myers and Jacuzzi. Since then many pump companies have come to Canada and he has seen many changes in 34 years.

After working in various positions within P&S Denton was transferred to Regina, Saskatchewan to manage the Branch there and also travel the province as Sales Rep. After five and a half years in Regina and two daughters later, he returned to Kitchener to continue his career in Sales.

After traveling in Saskatchewan for several years, Denton soon came to realize that WaterGroup (Water Conditioning Canada Ltd. at the time) was a dynamic and progressive company and he left the pump business for a few years when WaterGroup offered him a position in Sales. Then in 1989, WaterGroup acquired P&S and Denton was back in the pump business again.

Denton and his wife Lynda have lived in the Kitchener/Waterloo area for the last 24 years and have recently moved to a new home in Conestogo, Ontario, fulfilling his life long dream to live on a golf course. He has two daughters, one of which is a school teacher and the other is an Executive Assistant.

Denton is responsible for product development of the Duro pump line for the North American market. Together with his colleagues both in Canada and the US, he is working at developing a more extensive product offering under the Duro® label. WaterGroup has introduced many new products in 2007 with more to come in the next several weeks and there are plans for more new products in 2008 as well.

Many changes are taking place in the pump business and WaterGroup is working diligently to produce quality products at an affordable price for our customers. Stay tuned as we continually improve and expand the Duro® product line.

## Changes to the WaterGroup Product Management Team

Starting August 1, 2007 the WaterGroup Product Management team will include a new position in the role of Product Support Engineer. Abhishek Gupta, a new employee with WaterGroup is a recent M.Sc. graduate in Industrial Systems Engineering from the University of Regina. Prior to working towards his degree at the U of R, he worked for a vehicle manufacturer, TATA Motors Ltd. in India as a Mechanical Engineer in Training after completing his B.Tech. in Mechanical Engineering from the Indian Institute of Technology in Guwahati, India.

In this role of Product Support Engineer, Abhishek will work as part of the product management team on troubleshooting and resolving product issues, new product design and development, product certifications and maintenance of existing products. As well he will provide technical support to our sales and customer teams.

Along with this new position, Geoff Brown, WaterGroup's Product Manager, will diversify to bring our training programs, materials support and coordination to a higher level. A renewed focus will be placed on training of customer service, sales representation and our customers in ensuring they are up to date and knowledgeable on WaterGroup's complete product line.

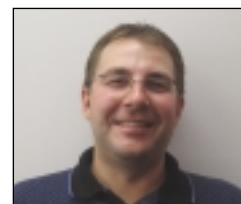
With these changes, the Product Management team at WaterGroup including Geoff Brown, Jason Karol and Abhishek Gupta will continue working hard behind the scenes to ensure our products, support materials and assistance are second to none.



*Abhishek Gupta*



*Geoff Brown*



*Jason Karol*

# WaterGroup: Quality Initiatives

by Wei Liu – Quality Assurance Manager, P. Eng.,



Being part of the Manufacturing/Engineering team in WaterGroup, the quality department is growing and expanding fast in the past year. With six staff on board, the quality team covers the following quality control and assurance activities:

- 1) Outsourcing product qualification and quality control;
- 2) Incoming material/product inspection and testing;
- 3) Manufacturing process quality control and improvement;
- 4) Lab testing and experiments;
- 5) Warranty and Return;
- 6) Problem analysis and action plans for customer quality issues etc.



Lab Testing and Qualification - Neil Hunter

The crew is also working closely with the sales, purchasing and production departments to develop a series of standard operational procedures (SOP), which help to stabilize the process, reduce cost and improve efficiency. As a result, it will achieve new business opportunities and improve competitiveness for the overall organization.



Quality Incoming Inspection - Dwayne Thiele



Process Quality Control - Jaytie Lopez

We have also seen some significant improvements occur since 2007 from the quality management aspect. A quality metric system has been established in the last couple of months—the quality performance of each operational section is evaluated based on quantified data and statistical analysis. The SOPs are gradually setup and implemented in our major operational processes. In order to achieve customer satisfaction, we are also working on several projects to improve the NCR process so we can provide quick response and feedback to our customers' quality issues.

The following are the main job responsibilities of the team:

**Wei Liu** – Quality Assurance Manager, P. Eng., is responsible for the quality system management, process/product continuous improvement;

**Neil Hunter** – Senior quality technician, with 32 years working experience in WaterGroup, he manages the lab testing, tank lab qualification, return products verification, etc;

**Jaytie Lopez** – Manufacturing quality engineering, six-sigma greenbelt, is responsible for the tank production/fill process quality control, scrap reduction and process continuous improvement.

**Gino McCluskey** – Warranty and returns technician; Gino previously held this position for 3 years and then after this position was transferred from the customer service department, he acquired this role once again.

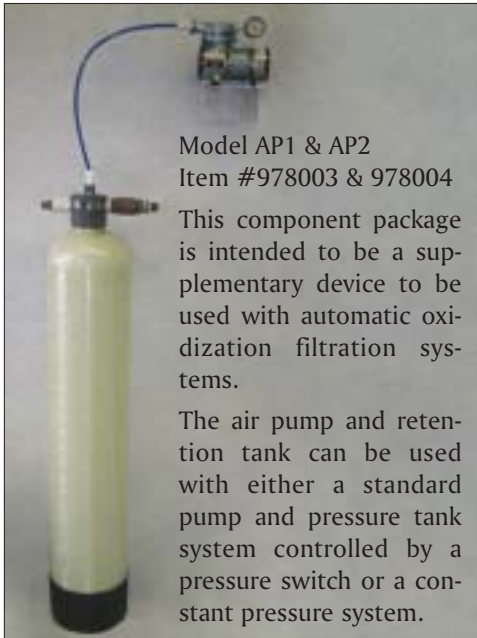
**Lorilee Ritco & Dwayne Thiele** – Quality control technicians, responsible for incoming material and product inspection and testing.

People, processes and products are three main factors that can create a successful quality culture in any organization. With all the team's specialities, we believe that we can build a high-level of quality into our products and services which we are proud of, and our customers are satisfied with.

# WaterGroup: New Products

WaterGroup is excited to introduce some new products to their product line-up. Please contact your WaterGroup / Novatek Sales Representative for more information or call WaterGroup Customer Service at 1-800-354-7867.

## Air Pump & Retention Tank Kit



Model AP1 & AP2  
Item #978003 & 978004

This component package is intended to be a supplementary device to be used with automatic oxidation filtration systems.

The air pump and retention tank can be used with either a standard pump and pressure tank system controlled by a pressure switch or a constant pressure system.

## Remote Water Chiller

Model R1P  
Item #2878

This stylish and unique water chiller fits discretely under the kitchen sink!

- Provides perfectly chilled drinking water at 39 - 42°F (4 - 6°C)
- Adjustable water temperature control
- 1 gallon per hour cooling capacity
- Stainless steel storage tank



## Economy RO complete with Booster Pump

Model EBP75TFC-3SF  
Item #2876

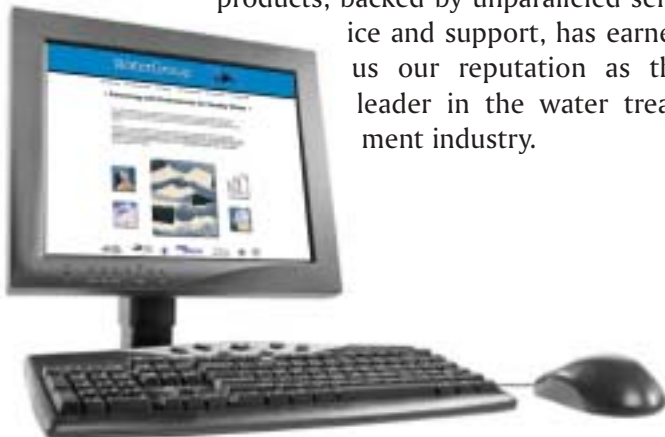
A new Economy Reverse Osmosis product is available complete with a built in booster pump. The following features are unique to this RO:

- **Booster Pump**
- **Product Water Pressure Switch**
- **Feed Water Pressure Switch**



## WaterGroup Partnering with professionals for quality water.

WaterGroup has manufactured and distributed water treatment and pump products across Canada since 1967 and in the USA since the early 1980's. 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 water treatment industry.



WaterGroup's website is a helpful tool in providing our customers with product information, manuals and brochures for download and our contact information. There is also a password protected area which has exclusive information for our customers.

**Log on today to see  
what we have to offer.**

**[www.watergroup.com](http://www.watergroup.com)**

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