



• Partnering with Professionals for Quality Water •

# INflow<sup>USA</sup>

The Water Treatment & Pump Newsletter

4th Quarter 2007  
Volume 9, Number 4

## What's inside...

### Cover Story

WaterGroup's 40th Anniversary

### What's New @ WaterGroup

- Website Additions
- NEW Product!  
RO Designer Faucets
- New Sales Agents

### Product Bulletins

- Novatek 9100SE  
TM Units
- Hydrocharger  
Replacements
- Customer Service

### Pump Updates

Booster Pump & Deep Well Submersibles

### Contact Us!

P- 1-800-354-7867  
F- 1-800-544-6651  
E- [customerserviceusa@watergroup.com](mailto:customerserviceusa@watergroup.com)

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

## WaterGroup Celebrates 40 Years!

In the Fall of 1968, a young entrepreneur named Don Fettes established Water Conditioning Canada Limited to sell and support plumbing and heating wholesalers with water conditioning products to the plumbing trade.

Now known as WaterGroup, this North American company has gone from a 4,000 sq ft distribution facility to an 80,000 sq ft full-fledged manufacturing plant, becoming the leader in the Canadian

Water Treatment industry and a force in the USA as well. As a true manufacturer, WaterGroup makes fiberglass pressure vessels, rotationally molded brine tanks and assembles the Fleck control valve under exclusive license for Canada. WaterGroup now employs over 200 people across North America with four facilities and over 150,000 sq ft.

According to Don Fettes, who continues at the helm of WaterGroup, "...our success is directly related to our people. To be successful in this business you have to have the knowledge and desire to support your customers."

An average employee tenure of 11 years in manufacturing, 19 years in Customer Service, 17 years in the Commercial Engineering and Application Centre and 20 years in the Sales Group is a testament to WaterGroup's ability to provide true value-added support.

"WaterGroup's success is directly related to our people."

*Don Fettes, Founder of WaterGroup*

"We would like to thank all of our customers for allowing us the opportunity to serve them over the past 40 years. We look forward to many more years of mutual success," stated Dale Lewgood, Vice President of Sales.



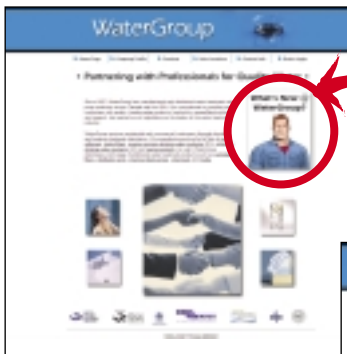
*From all the staff at WaterGroup...*

*All the Best in 2008!*

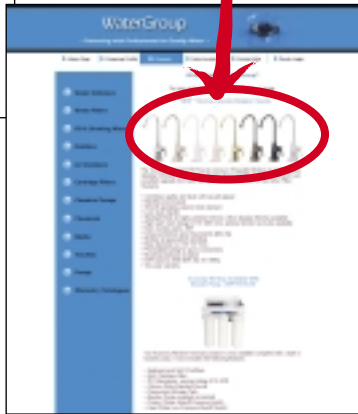
# What's New @ WaterGroup?

## Check out our Website!!

There has been a new link added to the WaterGroup website. On the Home Page, when you click on **'What's New @ WaterGroup'**, you will be taken to a brand new area that showcases all of our new Products and Events.



**Click Here!**



If you require more information, click on the product image and you will be taken to that product's specifications web page.

## NEW Designer Faucets!



WaterGroup has recently added these beautiful Reverse Osmosis Designer Faucets by Tomlinson to the product line-up. They are offered in 9 finishes and are an excellent upgrade from basic faucets that come with most RO and other Filter Systems.

Item #	Model Description
87540	Designer Air Gap RO Faucet, Polished Chrome
87541	Designer Air Gap RO Faucet, Satin Nickel
87542	Designer Air Gap RO Faucet, White
87543	Designer Air Gap RO Faucet, Biscuit
87544	Designer Air Gap RO Faucet, Black
87545	Designer Air Gap RO Faucet, Polished Brass
87546	Designer Air Gap RO Faucet, Antique Bronze
87547	Designer Air Gap RO Faucet, Bright Nickel
87548	Designer Air Gap RO Faucet, Brushed Stainless Finish

Visit [www.watergroup.com](http://www.watergroup.com) for more information.

## New Sales Agents!

As WaterGroup expands its wholesale distribution sales effort in the US, we continue to add independent sales agents throughout the country.

Please welcome the following agents:



**Applied Technologies of NY, Inc.**  
New agent for the New York City metro area.



**Patterson Sales Agency**  
New agent for the AZ / CA / HI / NV market.

### Cross & Associates

New agent for the Chicago Metro area, North Illinois & Northwest Indiana market.

## Consumer Literature

WaterGroup makes selling easy with our FREE "Make Water Work for You" consumer literature. The literature gives you all the selling points you need to sell a water softener, whole house filter or reverse osmosis drinking water system.



Item #57250

Call **1-800-354-7867** or e-mail  
[customerserviceusa@watergroup.com](mailto:customerserviceusa@watergroup.com)  
to get your free literature today!

# WaterGroup: Product Bulletins

## Novatek TM Units Come With 9100SE Valve

Novatek TM 8500SE units have been discontinued and replaced with a new product line of TM units. The new Novatek TM units will come with the 9100SE control valve.

This is a running change. As the current 8500SE TM units inventory is exhausted we will begin substituting the new TM 9100SE units.

The following is an old to new item number cross-reference:

New 9100SE TM Item #	Old 8500SE TM Item #	Model
3917	3920-1	NT32TM,9100SE
3918	3921-1	NT40TM,9100SE
3919	3922-1	NT48TM,9100SE



## PVC Hydrocharger to Replace Brass Hydrocharger

Watergroup has discontinued using the Brass Hydrocharger (32381) in Chemical Free Iron Filters units. The brass hydrocharger will be replaced with a machined PVC Hydrocharger (33354). The Brass Hydrocharger and its parts will still be available as parts only. The change to the PVC Hydrocharger was due to a significant increase in the cost of brass.

Extensive testing was performed on the PVC Hydrocharger. It meets or exceeds the brass version.

The following are the PVC Hydrocharger specifications:

Material: Machined PVC      Inlet/Outlet: 1" FNPT  
Length: 3.8"      Diameter: 2.3"

This is a running change. As the inventory of units with brass hydrochargers is exhausted units with the PVC hydrocharger will be sent. A label has been added to the outside of the carton of the Chemical Free units. This label will identify the units built with PVC Hydrochargers.



Item Number: 33354  
HYDROCHARGER, ASSY, 1" FNPT,  
ADJUSTABLE, PVC

## New addition to the Customer Service Team!

Watergroup is pleased to introduce Billy Runyan. Billy has one year of experience in the water treatment industry and is currently training to become CWS Certified. He will be providing customer support to all agents and customers.

## Welcome to the Customer Service Team!

Jamie Modlinski



John Payne



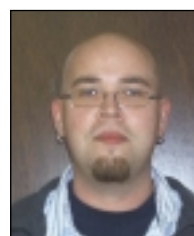
Jeff Goerd



Ed Marshall



Nate Wells



Billy Runyan



# WaterGroup: It's What We Do!

## Booster Pump and Mascontrol Package Item #6080

The DuroJet Booster utilizes the Mascontrol to provide an economical packaged pressure booster pump. Although designed to boost pressure on municipal water supplies it can also be used for various other applications such as a sprinkler pump or water transfer with an automatic control. The Mascontrol senses water flow as low as .21 gpm and also has a run-dry sensor to prevent pump burnout due to low water supply or loss of prime.



### Booster Pump Performance - 1/2 HP

Service Flow GPM	5	10	15	20
Pressure Boost PSI	36	32	25	13

*Stay tuned...* for the following new product to be introduced in the next few months.

## Deep Well Submersible Pumps

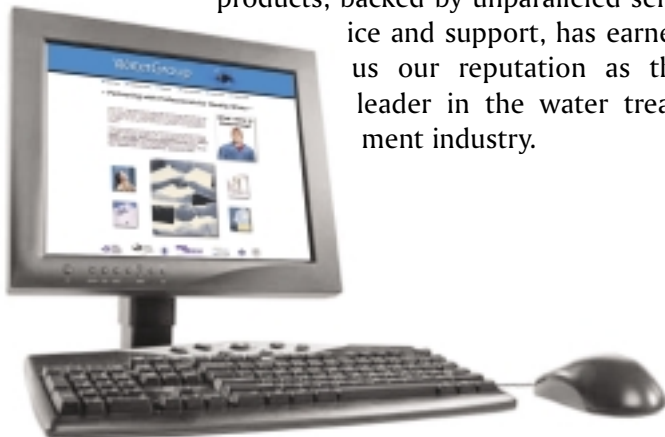
WaterGroup is pleased to announce the introduction of the "All New Duro Dynaflo" Deep Well Submersible Pump line and unlike the current product line, it will come with an internal check valve. We have also developed this product to be more in line with today's market requirements and we will offer it in 5, 7, 10, 15 and 20 gpm models with a composite discharge and motor bracket. Additionally, we will have 30, 50 and 85 gpm models with cast stainless steel discharge head and motor bracket. All Duro Dynaflo's will be powered by Franklin super stainless motors.

Look for this exciting new product at your favourite WaterGroup stocking wholesaler in early January 2008.



## 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)**

193 Osborne Road, Fridley, Minnesota  
1-800-354-7867