

INFLOW

580 Park Street, Regina, SK S4N 5A9 • 265 Industrial Road, Cambridge, ON N3H 5N3 January 2000 Volume 2 Number 1

Get on Board ... A Pike's Waiting for You!

Win hundreds of prizes with USF WaterGroup!

Starting November 1, 1999 and ending April 30, 2000, every USF WaterGroup pump carton (except column sump pumps) will contain a scratch & win card. You get the chance to win the grand prize of a Lund fishing boat, motor and trailer. Secondary prizes are jackets, gym bags, golf shirts, travel mugs and many more.

Win Often

Fifty percent of the cards are winners! So, you have a 50/50 chance of winning each time you try your luck! Every pump has a card ... the more pumps you buy, the better your chances.

Win Again

Whether you win or lose on the scratch & win, you can enter the prize draw for the boat package. And again, the more pumps you buy, the more you can enter to improve your chances of winning.

Contest Rules

Get on board, enter the Land a Lund competition and "don't miss the boat!"



We'd like to thank our sponsors for making this an exciting contest:



Inside **INFLOW** ...

 Dealer Profile  Employee Profile  Service Call  Technical Tasks

Dealer Profile: R.H. Winmill Electric Ltd.

River John, Nova Scotia

Harold Winmill started the electric and plumbing business in 1973, in the small village of peaceful River John, Nova Scotia. He has sold the Duro pumps and water treatment line since the day the store opened. His son Bruce Winmill and his lovely wife Shirley have helped him run the business which now employs five other people - Erwin Johnson, Bill Craig, Keith Benjamin, Dan McNutt and Steve Moriarty.

The area they live in has a large cottage area on the beautiful Brule shore which faces Prince Edward Island and has the warmest sea water temperatures this side of the Florida coast.

Over the years, Harold has been involved with some of our commercial and industrial products such as the commercial AMG21-11/2" Triplex Greensand Filters for the Pictou town water system. The last job we did with Harold this year was the installation of a FAF570-2" Duplex Softener and AMM30-2" Duplex Multimedia Filter run by our Systemax Controller at Shiretown Nursing Home.

They have installed quite a few Duro Submersible Well Pumps for the fish plants in the area pumping salt water as well as freshwater into the plants using our Dynaflo Well

Pumps and AquaFlo tanks.

He is the first customer in the Maritimes to try our new Mascontrol to run constant pressure on submersibles without the need for a well tank pressure switch system in a domestic situation. We are sure Harold and his staff will sell much of our growing pump and water treatment line in the future.

We wish Harold, his family and employees a prosperous New Year.



Service/Installation Tip

In response to complaints from the field about white particles in the soft water. Water softeners are installed to service both hot and cold water lines throughout the home and when a problem happens with these lines after the softener is installed, the softener sometimes is considered the problem.

I felt it appropriate to forward to all of you the following article published by the Canadian Water Quality Association which outlines a problem with dip tubes on water heaters. This problem causes white particles in the hot water which have often been misdiagnosed as hardness scale, hence, the perception that the water softener is not working.

Reprinted from Canadian Water Quality Association's Technical Bulletin, Vol. 180, December 1999:

Water Heater Problems?

Don't Blame the Water Softener

When it seems as if something is blocking the water flow from the kitchen faucet, don't presume it to be a mineral deposit. When you unscrew the aerator you might discover small pieces of plastic.

Water authorities nationwide, have been deluged with similar complaints. Some customers have also said they

had trouble getting hot water.

The culprit: the long plastic pipe in a water heater, the dip tube, which brings cold water to the bottom of the tank.

Roughly millions of water heaters made between 1993 and 1996 in the U.S. and Canada have a polypropylene tube made by the Perfection Corp. of Madison, Ohio, that may disintegrate given the right combination of water chemistry, temperature, and pressure, the company says. When this happens, cold water remains at the top of the tank, limiting the hot water supply, and plastic pieces float out into the hot water pipes, possibly clogging faucets, appliance hoses, and the like.

Prior to 1993, polypropylene dip tubes were made a different way, or dip tubes were made of steel or copper. After 1996, Perfection Corp. went back to the old manufacturing method after it began hearing complaints.

If you don't know when the water heater was made, check it for a stamped-on code that typically includes the year. If it was made between 1993 and 1996 and the problem exists, it is suggested the manufacturer be contacted, many will replace the dip tube free.

A handwritten signature in black ink, appearing to read 'Dean Dalrymple'.

Dean Dalrymple, Service Manager

Walk, Wear, Carry & Travel In Style!

Order your USF WaterGroup Merchandise Today!

Choose from:

1. 100% Cotton V-Neck Sweater
2. 100% Cotton "Spruce Creek" Sweatshirt
3. Waterproof "Sirocco" Spring Jacket
4. "Stormtech" Three-In-One Jacket
5. "Graduate" Style Ball Caps
6. 16 oz. Insulated Travel Mug
7. 100% Cotton "Lofteez" T-Shirt
8. "Victorinox" Original Swiss Army Knives
9. 100% Cotton "Ash City" Golf Shirt
10. "Ash City" Denim Shirt
11. Back Pack with Water Bottle Holder
12. Sports Bag



For a copy of our full-colour Merchandise Page (with order form on back), please phone Jennifer McNish at 1-306-721-5610 or Fax 1-306-721-6620.

Garry Kramer Celebrating a Silver Anniversary with USF WaterGroup

Career with the company:

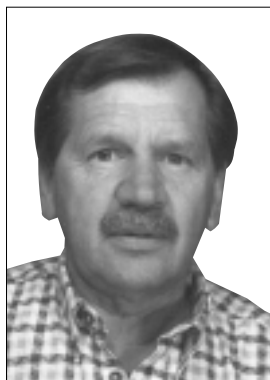
1974 - Began career with EconoSoft responsible for service calls and installations.

1977 - His strong ability made him the likely candidate for the promotion to Branch Manager.

1982 - Transferred to Water Conditioning Canada with main duties in the Sales and Service Department.

1999 - Currently holds the position of District Sales Manager in Southern Alberta.

Garry and Lucy, his wife of 35 years have been



enjoying life on Chestermere Lake, Alberta where they have built a home in the last three years. They have a daughter, Tammy and granddaughter Nikita. Enjoying life has never been easier and well-deserved when you live on the lake with a golf course across the street.

Over the years, the many "changes in the company" have made working for USF WaterGroup exciting and challenging. Your commitment, hard work, loyalty and dedication is an

inspiration to us all.

Congratulations Garry!

Featured Product!

US WATERGROUP



Mascontrol®

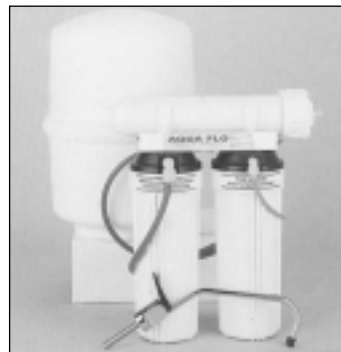
- Eliminates pressure tank
- Maintains constant pressure and flow
- Built-in back flow preventer • Built-in run-dry sensor
 - Dual voltage 115 V or 230 V
 - Absorbs water hammer
- Simple installation saves time
- No adjustment or maintenance required
- Can be used with surface or submersible pumps

Mascontrol is the most intelligent, advanced and economical solution for controlling electric pumps.

For more information, please contact:
USF WaterGroup
Toll-Free 1-877-288-9888

Featured Product!

US WATERGROUP



Drinking Water You Can Trust!

Reverse Osmosis Model E24TFCSF-2

- Nominally rated at 24 US gallons per day
- **Thin Film Composite (TFC) membrane** which allows water molecules to pass while dissolved impurities are flushed to the drain
- **10" combination five micron prefilter** and carbon filter which removes tiny particles of dirt, sediment and organics, while protecting TFC membrane from chlorine
- 10" post carbon filter and chrome plated standard faucet

All AquaFlo Reverse Osmosis units include:

- 3/8" outlet tubing for higher flows • Quick disconnect fittings for easy service • Stainless steel product water check valve • Automatic shut-off valve • 15.2 litre (4.0 US gallons) storage tank • Complete undercounter installation package

Quality Products Produce Quality Water!

For more information, please contact:
USF WaterGroup
Toll-Free 1-877-288-9888

Mother's Nature

Water can suppress appetite, help reduce fat deposits, rid the body of harmful salts, help kidneys flush toxins from the body, regulate body temperature, prevent constipation and keep skin hydrated.

Source: Drips and Drops,

Canadian Water Quality Assoc., Sept. 1999

To receive complimentary issues of InFlow (published quarterly), please call, fax or mail your return address to:

USF WaterGroup
580 Park Street
Regina, SK S4N 5A9
Phone: (306) 761-3295
Fax: (306) 721-5610
ATTN: Jennifer McNish

Please include any information you would like covered in future issues of InFlow - or if you have questions that need answering, our phone lines are open. Your insight is our success!