

# Inflow

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## What's inside...

### Cover Story...

Open the Door with P & A Training

### Featuring....

- 7000 Valve
- Variable Speed Controller
- Flexcon Thermal Tanks

### Water Problems 101

### Installation Tips & Tricks

### Dealer in Demand

**NEW** Water Splashes!

## Comfort Level Leads to Profits

Water treatment products offer a tremendous opportunity for plumbing professionals to expand their sales — exponentially! Cross-selling water treatment products is a natural extension to your existing business because of established customer relationships and the 'sellability' of water treatment benefits. With consumer awareness of water quality issues peaking, now is the time to take advantage of the opportunity to increase your sales.

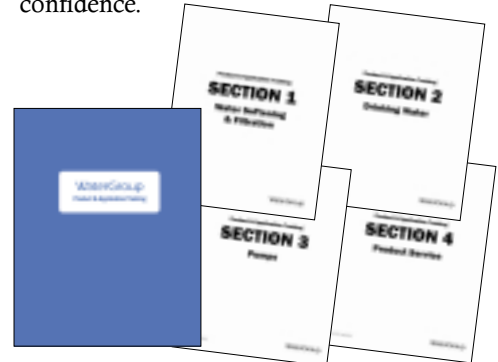
The biggest hurdle that may be preventing you from taking advantage of this growing opportunity is simply just your comfort level with water treatment products and their proper application. In our 35 years supporting the plumbing and heating industry, we have recognized the value of providing proper training and field support. Of course, delivering quality products in a timely manner is a must to succeed, but providing plumbing professionals with the proper support, we feel, is the key to building a successful long-term partnership.

WaterGroup provides training to both its distributors and dealers on a regular basis across Canada. Training is conducted in our two training facilities which are located in Regina, SK and Cambridge, ON. Each training centre is equipped with fully working units for hands-on training. Training is also conducted regionally, at distributor locations, local hotel facilities or even dealer's shops, making it easy for you to participate.

A mix of hands-on theory, application and service/trouble shooting training is used in most seminars; however, we are flexible enough to provide training on any aspect of the industry that you are interested in learning about.

Our trainers are all experienced water treatment professionals who are familiar with both local water conditions and pumping needs. This enables us not only to teach the basic industry fundamentals, but also apply the products to deal with local conditions.

Our Product & Application Training Program is the basis of our seminars. This program is made up of several different modules all pertaining to different aspects of our industry. This internally developed training program provides a uniform training format for all instructors to follow. This, coupled with hands-on training of the different controls and components used with the product will give the trainee a comfortable level of knowledge to apply our products with confidence.



# WaterGroup

In partnership with plumbing professionals.



***Exciting News on Variable Speed Pump Control Technology from Industry Leader Franklin Electric!!***

WaterGroup has partnered with Franklin Electric to bring the Franklin “Mono Drive” Variable Speed Controller to market. The exciting news is that you can now offer your “Existing Customers” a solution to their fluctuating pressure problems with the old style Pressure Tank and Submersible Pump system. The Franklin Mono Drive can now be applied to any existing or new deep well submersible pump installation using a current Franklin ½, ¾ or 1 HP motor.

Further to that, WaterGroup now has the Flexcon “Flow Thru” pressure tanks designed specifically for Variable Speed Applications.

Talk to your WaterGroup District Sales Manager or your local Duro or Pedrollo pump distributor to learn more about this exciting new offer!!



***Coming Soon - 7000 High Flow Softener Series***

WaterGroup is pleased to announce a new line of residential water softeners designed to meet the high flow demands of the large modern home. Large newer homes across North America are being plumbed with a 1" to 1-1/4" water main supplying the residence. In addition, new home features such as; multiple washrooms large tubs and multi-jet showers need adequate flow with a minimal drop in pressure. The common water softener, although suited to provide soft water under typical flow rate, may exhibit a high pressure drop when a peak demand is required.

The 7000 High Flow Softener Series fills this requirement by using a new valve that is designed to accommodate a typical flow from a 1" or 1-1/4" line. The valve features glass filled composite body, simple electronics and easy serviceability. It is mounted on a corrosion resistant fiberglass mineral tank which contains a 1" distributor, high quality softening resin and support bed. The system is also supplied with a new larger bypass valve and comes standard with 1" MNPT pipe adapters. Alternate adapters up to 1-1/2" will be available separately. Brine tanks are constructed of durable polyethylene and include safety floats and salt grids.

The 7000 High Flow Softener Series will be available in five models from 30,000 grain to 120,000 grain capacities. It will be backed by a 7 year limited warranty on the control valve and lifetime limited warranty on the mineral and brine tanks.

***Municipal Bylaw Creates Opportunity for Thermal Expansion Tank Sales in Canada***

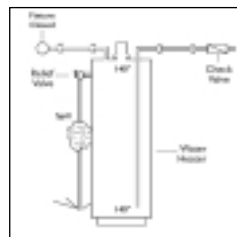
With the legislation of backflow prevention devices in residential homes in many major cities across Canada, there is now a need to have Thermal Expansion Tanks installed. This essentially creates a closed loop system in the home and potentially can cause hot water heater relief valves to "blow off". The installation of a Thermal Expansion Tank will eliminate this problem. Cities such as Saskatoon, Moncton, Guelph and others all have passed this municipal bylaw and many others will follow.

Contact your local municipalities for details in your area and make sure you install quality Flexcon Thermal Expansion tanks for many years of trouble free service. Our Flexcon tanks come complete with industry leading 5 year warranty.

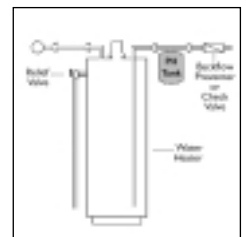


**'PH AND WH/WHV' Series Potable Water Thermal Tanks**

Typical Installation



**Without Thermal Tank:**  
Over pressure spills relief valve



**With Thermal Tank:**  
Helps buffer expanded hot water

## From the desk of Customer Service...

A family of 4 from a small community in Saskatchewan has water supplied from an untreated community water system and has concerns with hardness build up and iron staining.

### Water Analysis:

Total Hardness	53 gpg
Iron	2.5 ppm
Manganese	0
pH	7.4
TDS	1173
Tannins	clear, not tested
H <sub>2</sub> S	N/A

## Our solution is...

*Our recommendation was a model NCF10 Novatek 10" Chemical Free Iron Filter to take care of the iron staining followed by a NT64SE Novatek 64,000 grain Electronic Meter Initiated Softener for removal of hardness.*

*If the customer was interested in a drinking water system, we would recommend a 50 gpd Reverse Osmosis unit.*

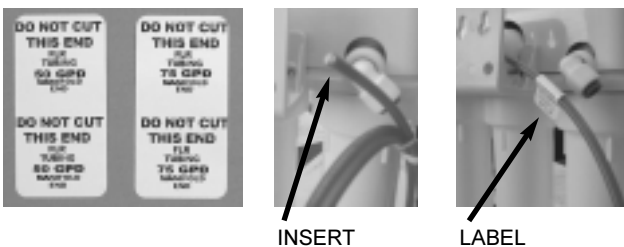
## Installation Tips & Tricks...

If you are installing one of the following 123 Series Reverse Osmosis models:

3VTFC50G, 4VTFC25G, 4VTFC50G, 4VTFC75G,  
4VTFC25G-PB, 4VTFC50G-PB, 4VTFC75G-PB

The waste water flow restrictor in these products is located inside the RED 1/4" drain tube on the manifold end.

The tubes are marked with the following identification label. This label is meant to draw attention to the waste water flow restrictor in the end of the tube. Without this restrictor, the RO system will not function properly or at all.



If an installation requires the extension of the 1/4" RED DRAIN LINE TUBING further than the length of the tube supplied, do not simply discard this tube and replace with a longer piece. The drain line flow control for these models is inserted into the end of the tube pre-connected to the RO

manifold and is essential for proper operation of the system. (also refer to the RO Manual, Rev 11/02 on PAGE 6, Exploded View - Item 12 & 12A)

Instead, use a tubing connector (Item # PI0408S - 1/4" x 1/4" Quick Connect Union) to extend the length of the existing tubing with another length of tube.

If you need to order a replacement tube with flow control, the part numbers are:

- #40600040 – Flow Restrictor tube, 25 gpd
- #40600041 – Flow Restrictor tube, 50 gpd
- #40600042 – Flow Restrictor tube, 75 gpd

If you have any questions or concerns regarding this service tip please feel free to contact Regina Customer Service.



# Dealer in Demand

## Benner Plumbing

Benner Plumbing has been serving the Calgary area since 1967. Robert and Joy Jopp purchased the business in 1991 and have operated it since. Benner plumbing currently operates with 14 fleet trucks 24 hours per day. their main focus is on renovations and service. They have over 6800 sq feet of parts and show room, offering all of the latest products. The company currently employs 15 people. They are a family-owned business, giving personal attention to every job to make sure its done right!

When WaterGroup first launched the Key Dealer Program, Robert was one of the first dealers of join the program due to the many benefits and opportunities in water treatment.



What sets them apart is their ongoing commitment to product knowledge and the accumulation of experience that their staff brings to them. After being in business for as many years as they have, they have learned to react to each customer and acknowledge the unique situations that each one has. They sell quality products that meet the needs of their clients. The availability of parts, ease of repair, product warranty, product representation and continued support from our suppliers are all important issues to Benner Plumbing.



- *Over two-thirds of the earth's fresh water exists as ice in the form of many Canadian Arctic ice caps.*
- *Did you know that an average five minute shower uses 25 - 50 gallons of water?*
- *A tomato is made up of 95% water.*



Since 1967, 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 please visit our website:

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

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