

# Inflow

**US** WATERGROUP

July 2002 Volume 4, Number 2

## Increase Your Comfort Level and Increase Sales: *Open the Door with Product and Application Training*

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 product 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.

USF 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/troubleshooting 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 more 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.

The program consists of ten basic modules covering everything from basic water testing to softening, filtration, drinking water

*Continued on page 3 ...*

---

## Inside *Inflow* ...



Dealer Profile



Service Call



Featured Products

---

# Dealer Profile: Earl Leger Plumbing & Heating Ltd. Cornwall, Ontario

After finishing his apprenticeship, Earl Leger started his first business in housing and light commercial work. During a housing boom in Cornwall, Earl expanded his business by hiring two employees. To be more profitable and efficient Earl purchased a five ton truck which he used as a shop on wheels. Earl realized that he enjoyed working by himself so he opened up a pump repair depot.

With 23 years of experience Earl became a USF WaterGroup Key Dealer in 1995. With the support of the local Duro supplier (Best-Mar Plumbing) Earl has been able to handle all the different types of water problems.

Earl mentioned that the most important element in his relationship with USF WaterGroup and the Key Dealer Program is

that he has always been able to get the answer he needs about technical or service problems in a timely fashion. This service is essential because when you have a mechanical problem and you can react fast than the end user has the confidence that his choice of contractor was right.

Earl's decision to move just outside the Cornwall city limits on a 40-acre hobby farm proved to be good for the whole family. This gave Earl more exposure to pumps and water treatment and time to enjoy the outdoors with his family.



*Owner: Earl Leger, Earl Leger Plumbing & Heating Ltd.*

In the future, Earl plans to expand his water treatment business and send out flyers on Ultraviolet and Reverse Osmosis because the attention of water quality in the news is still fresh in people's minds. Earl is also very interested in the new addition of the Pedrollo pumps.

## Introducing New District Sales Manager for Southwestern Ontario

During the five years Rick Harrison has been in the business he has observed first hand the need for clean, safe drinking water. He realized this need would continue to grow throughout the world and North America. An opportunity arose to work for a leading manufacturer of Ultra Violet Sterilization equipment. There he became a Global Technical Support Technician dealing with product issues and customer concerns for large municipal waste water systems. His extensive UV disinfection knowledge and experience continued to develop as he encountered global water and environmental challenges and worked to resolve them by implementing innovative technical solutions. He was fortunate to gain additional expertise working cross functionally with Research & Development, and Engineering.



*Rick Harrison*

He is delighted to join USF WaterGroup as District Sales Manager for Southwestern Ontario where he can apply his technical and customer service skills and extensive water knowledge. He looks forward to partnering with dealers and distributors to ensure their water conditioning and pumping needs are met.

## Domestic RO Change



All domestic RO's will have the 3/8 blue plastic tubing (87600) that runs from the unit to the faucet changed to 3/8 natural (white) plastic tubing (115207). The change was made to make installation and service simpler by giving each connection a dedicated colour code.

*The Configuration is as follows:*

- RO - Tank:** Blue
- RO - Faucet:** White
- RO - Drain:** Black
- Source Water - RO:** Green

## Service Call/ Installation Tip

### Leaking Quick Connect Push-In Fittings on Reverse Osmosis Systems

**Problem:**

If you receive a call from a customer who mentions that a Quick Connect Push-In Fitting on a Reverse Osmosis unit is leaking, chances are the problem is to do with the assembly.

**Solution:**

Please see following proper assembly procedure.

#### *Quick Connect Fitting Assembly Instructions*

**To Prepare Tubing:**

Cut the tube squarely and remove any burrs. Measure and mark from the end of the tube the required depth of insertion into the fitting.

*Note: Different size fittings have different tubing insertion depths (see table below)*

Tube Sizes (inches)	Insertion Depth (inches)
1/4	11/16
5/16	13/16
3/8	3/4
1/2	7/8

**To Insert into Fitting:**

Insert tube straight into fitting until it bottoms out on interior shoulder and insertion mark is no longer visible.

**To Release Tubing:**

Push collet toward body and pull on tubing to release tube. To re-use fitting, begin assembly over again.

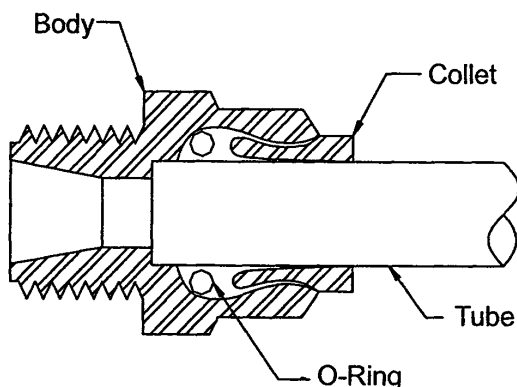


Figure: Quick Connect Fitting Cutaway

## H2O Problems/ Solutions

**Problem:**

A family of four from Southern Manitoba is having problems with brown stains on laundry, fixtures and their bathtub. Another concern is the hardness and scale build up on the fixtures.

**Water Analysis:**

Total Hardness:	62 gpg
Iron:	2.6 mg/L
Manganese:	0.4 mg/L
PH:	7.1
TDS:	1518 mg/L
Tannins:	Not tested
H2S	0 mg/L

**Solution:**

Install a 10" Greensand unit to remove the Iron and Manganese, followed by a 60,000 grain Water Softener to remove the hardness. If the customer were interested in a drinking water system to remove the TDS, an RO would be sized. In this case a 50 GPD would be suggested.

- USF WaterGroup Customer Service/Order Desk

**Continued from front page ... (Increase Your Comfort Level and Increase...)**

systems, pumps and pressure systems. Each module provides definitions of common terms relating to that product / topic as well as the theory of how the products work, proper sizing and application guidelines. 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.

Another avenue we have taken to provide training to the plumbing and heating industry is through local colleges. USF WaterGroup works very closely with several of the colleges across the country that offer a plumbing apprenticeship course. We support these colleges with the use of our Product and Application training program, and with products hooked up and running for the apprentice plumbers to test and trouble shoot. We feel this is an excellent opportunity for future plumbers to gain education and experience in the water conditioning and pump industry and we therefore support them to the fullest.

Extensive Product and Application training is another reason the Canadian Plumbing and Heating Industry has relied on USF WaterGroup to be their leading supplier of quality Pump and Water Conditioning products for over 35 years.

Call your District Sales Manager to find out more about our training programs.

# Featured Product!

**USF WATERGROUP**



## Mascontrol Controlpres® 1 1/4"

**The Mascontrol just got better!!**

USF WaterGroup is pleased to bring you the "Controlpres". The Controlpres is a 1 1/4" Mascontrol unit with a built in pressure regulator. It's no longer necessary to add a pressure reducing valve when installing a Mascontrol on deep well submersible pump applications. This makes installation quick and easy while at the same time reducing the cost of installation. To order this product use item #79992 and ask your local wholesale distributor for special introductory pricing.

**Quality Products Produce Quality Water!**  
For more information, please contact:  
**USF WaterGroup**  
Toll-Free 1-877-288-9888

# Featured Product!

**USF WATERGROUP**



## Pedrollo

### 4" Submersible Pump

**Pedrollo is an Italian manufacturer and a world leader in the production of quality Jets, Deep Well Submersible, Sump and Wastewater products.**

- Stainless steel construction • Lexan technopolymer impellers • Built-in check valve • Screened intake • Excellent sand handling capabilities • 115V or 230V, 2 wire or 3 wire motors • 7 through 90 USGPM Series available • 1 1/4" and 2" discharge • CSA approved Franklin Electric motors • Patented wet end design

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

20 - 25% of the world's fresh water is in Canada.