

INFLOW

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A Satisfying End to a Successful Promotion ...

Congratulations to the winner of our "Land a Lund" Pump Promotion - Corestar Mechanical Ltd. of New Dundee, Ontario!

By purchasing a USF WaterGroup pump between November 1999 and April 2000, customers had the opportunity to win prizes instantly as well as enter our grand prize draw for a Lund Pike SS Fishing Boat Package. Out of the thousands of entries received, only one lucky entrant was fished out (the contest judge used a Len Thompson spoon).

The lucky winners are Robert Bogusat and Steve Cockram, the owners of Corestar Mechanical. In operation since 1996, this Novatek Key Dealer has focused on working with homebuilders to supply the plumbing and HVAC for new home construction. Today, Corestar employs over 20 people and operates out of a large facility near Kitchener, Ontario. Congratulations guys!



USF WaterGroup District Sales Manager Chris Richard congratulates Corestar on their big catch.

We'd like to thank our co-sponsors and customers for making this an exciting and successful contest:



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Dealer Profile: Wapiti Plumbing & Soft Water Grande Prairie, Alberta

Wapiti Plumbing & Soft Water owner, Chris Dulk, has never been a person to avoid making a change. Whether it is in his personal life or in his business, Chris has sought out his own path, following his natural instincts to reach success.

Chris was born and raised in Holland, working with his father and brothers in the family business until 1959. After a two-year tour of duty as a Green Beret, where he without a doubt fine-tuned some of these natural instincts, Chris returned to work with his father until 1964. That year, Chris and his wife Audrey made a life changing decision to immigrate to Canada.

Settling in Grande Prairie, Alberta in 1965, Chris quickly found employment as a plumber with Linnsen Plumbing. In these early years, Chris installed many water softeners sold by the local Culligan dealership. At the time, plumbers were a little adverse to actually selling water softeners themselves, preferring simply to do the installation for others.

By 1973, Chris became part owner and then, shortly after, sole owner of the business. Changing the name to Wapiti Plumbing was one of the easiest moves Chris made when he took over the business. Now he was focused with the challenge of growing the business, looking for new opportunities to increase his revenues.

Drawing on his past experience, Chris took another look at water conditioners and soon realized that the potential was there to significantly grow his business, especially if he could establish a rental base. Although Chris feels he is still "too much of a plumber" and not enough of a salesman, his success might suggest otherwise.

While familiar with USF WaterGroup products (then known as Water Conditioning Canada Ltd.), it wasn't until 1984 that he hooked up with company representatives Gary Kramer and the

late Ian Baillie. Together, along with Jerry Fowler of Western Supplies, Gary and Ian made Chris an offer he "could not refuse".

As a Novatek Key Dealer, Chris has had the products and support to grow his water conditioning business through sales, rentals and service. "I was hooked on Water Conditioning Canada



Chris Dulk, owner

Ltd. and am still a strong believer in their commitment to their customers and dealers. Over the years, this company stood behind their product and their commitment to service their customers 100% and better. It has been, and still is, a joyful partnership and I hope to continue this for many years to come".

So do we. Thanks Chris!

Bidding Adieu

and

Saying Hello ...

May 31st, 2000 marked the official date of Don Levesque's retirement as USF WaterGroup's Ottawa Valley/Quebec District Sales Manager. Don started with Pumps & Softeners in London in 1978, proving himself to be a valuable member of our sales team in his 22 years at P & S and USF WaterGroup.



Don Levesque

Don and his wife Gwen look forward to spending more time travelling across Canada in their fifth-wheeler, camping and visiting their daughters and grandchildren in Victoria and Winnipeg.

Our sincere best wishes go to Don for health and happiness in his retirement!

USF WaterGroup is pleased to announce the appointment of Richard Dumoulin as Don Levesque's replacement in the Ottawa Valley and Quebec regions as District Sales Manager. Richard brings with him a wealth of sales experience, having been in the plumbing wholesale industry for 21 years.

Richard has been travelling with Don during the last month, meeting our customers. Please join us in wishing Richard a warm welcome to USF WaterGroup Sales Team.



Richard Dumoulin

Service/ Installation Tip

Filter Installation: Doing it Right the First Time



Dean Dalrymple
Service Manager

Properly starting up filtration equipment may seem like it takes a long time but in the long run it will ultimately save you both time and money, not to mention keeping your customer satisfied.

Some units come pre-loaded with the filter media while others will need to be loaded on site. Once the media is loaded into the pressure vessel, the next steps in start up become critical in the future operation of the unit. We recommend you review the installation instructions supplied in the homeowner's manual prior to installation.

Place the unit into the backwash position and allow a very slow flow of water into the unit. This is to expel the air from the tank. Because the media is dry, and air is present in the unit, this must be done very slowly or else a portion of the media bed may 'lift' into the valve, causing you and your customer numerous problems. Some medias, such as fine mesh resin or carbon, are so light that it is best to prefill the unit before even turning the water supply on for the backwash process. This allows the media to presoak, becoming heavier through saturation, reducing the amount of lift when the unit is put into its initial backwash.

Once the air has been expelled from the unit, typically indicated by a steady flow of water to the drain, it is safe to turn the water flow on fully to the unit and allow the unit to backwash. All units should remain in backwash until the water going to the drain becomes clear. In order for the unit to remain

in the backwash position, the control valve must remain unplugged from the electrical supply so that the unit does not cycle past the backwash position.

Backwashing the unit sufficiently may take anywhere from 10 to 30 minutes or perhaps even longer depending on the filter medium. Take this opportunity to explain to your customer the general operation of the unit. Making your customer comfortable with the basics of the unit can possibly save you time in the future. Insights into simple things, such as the sounds that the unit will make during its regular service cycles, can eliminate unnecessary calls.

Once the water at the drain runs clear, plug in the power cord, open the inlet valve fully and allow the filter to finish its cycle. Check for any leaks and reset the time of day on the controller and you're on your way!

Tip:

A number of filters come with external flow controls. These flow controls are designed to regulate the service flow to ensure clean water for your customer's home. Make sure you install it on the service outlet line to the home. Do not regulate the inlet flow to any filter.

H₂O Problems/Solutions

Problem:

The customer is having problems with brown stains on laundry and fixtures. And is concerned with the ongoing costs of replacing badly stained clothing and fixtures. The customer has sent in a water sample and would like to know what can be done to deal with this troublesome and costly problem.

Water analysis:

Hardness = 8 gpg
TDS = 1450 ppm
Iron = 0.4 ppm
Tannins = 1.4 mg/l
Manganese = 0.2 mg/l
H₂S = 0.0 ppm
pH = 8.2

After initial analysis, a gallon of this water was requested for further testing because of the tannins. After running the water through several columns of media's the following combination was arrived at with the following results.

Solution:

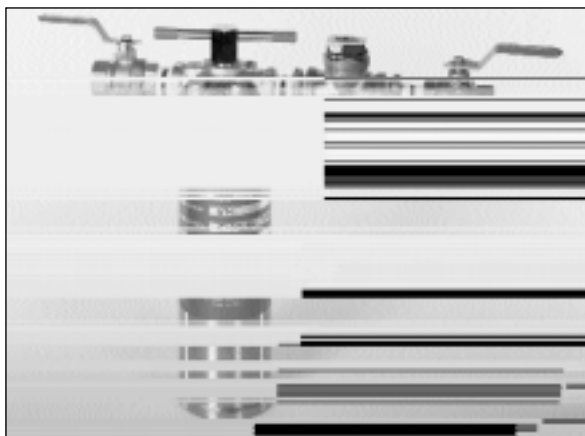
Install a 20,000-grain water softener to remove the hardness and iron, followed by a 1.5 cf. OCR850 to remove the tannins. Treat both units with yellow wick resup feeders and pro rescare to maintain the resins.

Note:

The average household is doing about seven loads of laundry per week. Each load has an approximate value of about \$350. - \$500. Wouldn't you want to protect this kind of investment?

Featured Product!

US WATERGROUP



Side Stream Filter Assembly

- Heavy duty 304 stainless steel housing with brass head
- Rated to 300 psi maximum operating pressure
 - High temperature rating to 200°F
 - Accepts a wide variety of cartridges to solve a variety of water problems
- Easily displays flow path and rate (4 - 8 gpm)
- Conforms to public health requirements for water purification
 - Suitable for drinking and cooking water and all food applications

Quality Products Produce Quality Water!

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

Featured Product!

US WATERGROUP



Big Blue® Housings

- Manufactured of reinforced FDA-grade polypropylene in both 10" and 20" lengths
 - Ideal substitutes for costly low pressure stainless steel vessels
- Polypropylene construction offers excellent chemical compatibility with water, beverages and syrups; and a broad range of chemicals
- Optional pressure relief/bleed button on inlet side of cap.
- Button assembly is constructed of 300-series stainless steel screw, spring, Buna-N gasket and red polypropylene button.

Quality Products Produce Quality Water!

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Mother's Nature

If you eat game fish, such as lake trout, salmon, walleye and bass, eat the smaller, younger fish (within legal limits).

They are less likely to contain harmful pollutants than larger, older fish.

Source: *Should I Eat the Fish I Catch?*, Brochure
Environmental Protection Agency

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

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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!