



# Is Your Drinking Water Safe?

Water is a vital component of life: we need it to survive. Every time the clear, cool liquid is drawn from the tap, it is possible that we might be about to ingest much more than just water. Water is susceptible to pollution and impurities from many sources. People don't often concern themselves with the contents of their drinking water since most times there are no visible signs of contamination. However, lately there has been wide spread concern across Canada regarding the state of our drinking water.

Although the E. coli water contamination crisis in Walkerton, Ontario received the most attention, other Canadian cities have also been affected by water problems, with residents advised to boil their tap water. The following are a few of the other instances:

- Freelon, Ontario residents had to boil and bleach their water after traces of the deadly E. coli bacteria were found in their water supply. (CWQA, Vol. 187, July/August 2000).
- A senior official confirmed that a quarter of Manitoba's wells would fail basic coliform tests that include E. coli. (CWQA, Vol. 187, July/August 2000).
- The Newfoundland government has warned 27 communities to boil their water because of concerns that some smaller communities were not adequately disinfecting their water supplies. (CWQA, Vol. 187, July/August 2000).
- Two Saskatchewan towns, Central Butte, located in the Southern part of the province, and North Battleford, were issued a boil water advisory after dedications of E. coli and bacteria (respectively) were found in the water. (The Regina Leader Post, Saturday, September 23, 2000).



As these problems persist, more and more concerned citizens may decide to invest in products that will improve the safety and quality of their drinking water. This offers an unparalleled opportunity to all Plumbing Professionals who are involved in water treatment and can satisfy consumer requirements. There has never been a better time in recent history to be involved in water treatment and USF WaterGroup makes it easy for the Plumbing Professional.

USF WaterGroup manufactures most commonly accepted water treatment products making it a "One Stop" Supplier; offers "Free" water analysis to ensure proper application of the right equipment; provides more product and application training than all our competitors combined; has experienced Technical Sales Representation in every region across Canada that provides skilled advice and support; has a National Customer Service/Order Desk team, trained to respond promptly to inquiries from coast to coast. We utilize toll free phone and fax service to all regions of Canada.

USF WaterGroup offers products such as High Efficiency Water Softeners, Reverse Osmosis Drinking Water Systems, Water Filters, Ultraviolet Sterilizers and Point of Use Filtration products to assist Plumbing Professionals in improving the quality of their customer's water supplies all across Canada. Whether you are involved in the business now and wish to know more about our products and services or you want to make water treatment a bigger part of your business, give us a call. Our toll free phone number is 1-877-288-9888.

---

## Inside **INFLOW** ...

-  Dealer Profile
  -  Employee Profile
  -  Service Call
  -  Featured Products
-

# Dealer Profile: Lanos Plumbing and Heating Cannington, Ontario

Fred and Buck Lanos, owners and operators of Lanos Plumbing and Heating, are hungry for new information and regularly attend training and product seminars.

“We cannot have too much training,” emphasizes Fred. “For example, ever since the unfortunate Walkerton crisis, the demand for information on disinfectant products has increased dramatically.”

Educating the consumer is an ongoing challenge and Fred understands that he must be up to speed on the products to correctly advise his customers.

“Some area farmers continue to periodically chlorinate their wells by hand, on the occasional basis, not realizing the hazards to both human and animal health. There are efficient modern methods available at a reasonable cost,” explains Fred.

Fred and Buck’s commitment to ongoing training and learning are but one of the traits that make their dealership a role model for the Key Dealer Program.

Lanos Plumbing and Heating has been family owned and operated since 1978. The team consists of Fred, his wife Diane, and their son Buck.

Fred’s experience with softeners and filters began in 1980 with Duro products from P&S industries. Fred strongly believes in aligning his business with one manufacturer, learning the products as thoroughly as possible and building a relationship with the company support personnel. Fred recalls some challenges over

the years such as the Duro Comp U Flow model of the mid 80’s. It was good service and support that saved the day and Fred’s many happy customers champion his efforts.

Lanos Plumbing and Heating became a Key Dealer of Novatek products in July of 1994. Fred has especially enjoyed the rental side of the business with many USF WaterGroup rentals. He has now ventured out into the area of his own company sponsored rentals of softeners, filters, and drinking water systems. Additionally, Lanos is offering a complete service and maintenance contract for the well being and piece of mind of his customers.

On the commercial side, Lanos excels in the maintenance and installation of area district school board water systems. Currently, 26 locations are under the watchful eye of the Lanos team.

With the support of local wholesalers, Bardon Supplies and Emco Supply, Lanos keeps a working inventory for prompt customer sales and

service. Similarly, Fred comments that the 1-800 support number for USF WaterGroup as well as the addition of the new catalogue formats have been valuable support tools. He looks forward to the on-going development of additional service and marketing aids.

Over the years, the Lanos business has enjoyed tremendous growth, especially in the water treatment business. Their positive outlook on business development, new product development as well as a commitment to life long learning will secure their success in the future.



Fred (l) and Buck (r) - father and son team.

## Rugged, Reliable, Efficient...Titan Sump Pumps

Titan sump pumps provide the performance, value and simplicity you’ve been looking for.

USF WaterGroup provides a versatile selection of Titan Sump Pumps for a variety of domestic applications. Whether for your home, farm, cottage, or business, count on USF WaterGroup for long lasting efficiency.

### **Titan Model (8081) - at right**

Ideal for basements needing occasional pumping. Tethered float switch.



### **Titan Model (8085)**

Ideal for basements needing occasional pumping. Vertical float switch.

### **Titan Model (8082)**

Ideal for basements needing heavier pumping.

### **Titan Model (8083) - at right**

Under sink laundry tub package system.



All of the Titan Sump Pumps come with a two year guarantee.

## *Wishing Well Former Customer Service Manager and Welcoming the New ...*

Dean Dalrymple, who began his career in 1983 with Water Conditioning Canada, started out in the valve room assembling valves. By 1985 he found himself in the customer service area as an Inshop Service Technician. Until 1991 he was involved in the Service Department in several capacities including, Field



*Dean Dalrymple*

Service and Inshop Supervisor for both the Wholesale and Retail divisions. Dean was appointed the Customer Service Manager for WaterGroup's Wholesale division, the role in which he was most familiar to us, in 1991. It was during this time that Dean began doing Product and Application training for all of the WaterGroup divisions. This gave him an opportunity to travel across North America, while meeting many different people in the water

industry.

In August of this year, Dean took on new responsibilities within the USFilter group of companies.

Dean expressed his thoughts on this new opportunity by stating, "...although I will miss working with our Wholesale

division customers, I am looking forward to the challenges of my new position."

USF WaterGroup is pleased to announce the appointment of Joe Kwasny as Dean Dalrymple's replacement as Customer Service Manager. Joe brings a wealth of experience to his new role having been with the company since 1968.



*Joe Kwasny*

Joe began his career with what was then called Water Conditioning Canada Ltd. In the beginning he did assembly, installation, as well as service work. Joe later progressed into Plant Operations and Purchasing, which he did for several years. In 1996 Joe was promoted to Master Scheduler and just this year added Customer Service Manager to his title.

Joe had this to say about his new position, "I am excited about the opportunity and challenges as Customer Service Manager and look forward to working with the customers of USF WaterGroup, Wholesale Division."

Congratulations and good luck to both Joe and Dean!

## Service/Installation Tip

### *Winterizing a Summer Cottage*

As the summer months become a distant memory and the fall season upon us, we all know it won't be long until old man winter comes knocking on our door. Before he does, it is important that certain precautions be taken to winterize the water treatment equipment at the summer cottage.

After turning off the power supply to the sump and spinning all faucets to relieve pressure, you should open the drain valve on the pressure tank to drain down all the water in the system. Once this is done, you are ready to disconnect the water treatment equipment.

Starting with the water softener, loosen the screws and separate the clips from the control valve and the bypass. Next, using either an air compressor or a portable air tank on the inlet side of the water softener, you will be able to force air into the unit, which in turn forces the water out of the unit. If an air compressor is not available you can unthread the valve from the mineral tank and siphon out the water through the center distributor tube. Another option to remove the water is to tip the tank onto its side and pour the water out of the unit. It is important to try to avoid losing any media if you are using this option.

For your filtration equipment, we suggest that all media beds be dumped from the tanks and new media beds be installed in the

spring with start up. The rationale behind this is that it is difficult to remove all of the water from the filter bed. If freezing were to occur the filter media and water would expand causing the media to break down. Additionally, if media beds are left standing for long periods of time without regenerating cementing of the beds can occur.

With all drinking water systems, we suggest the storage tank be drained off, and all cartridges be removed and replaced in the spring. Remove the membrane and place it in a zip lock bag. The membrane should be stored in a refrigerator until it is used in the spring.

Lastly, flush all the toilets and drain off the water heater. Remove the drain plug on pump to avoid cracking of the water storage closets.

R.V. antifreeze can also be used for winterizing the cottage to keep the lines from freezing. It can be purchased at any local hardware or R.V. store and comes complete with instructions on how to use it for winter protection. We suggest that antifreeze only be used with water softeners and not on any other water treatment equipment.

Following these steps for winter storage of your equipment will keep it safe and hopefully free from expensive repair bills.

# Featured Product!

**US WATERGROUP**



## Dynaflo Submersible Pumps

Dynaflo pumps come with the longest basic guarantee in the business:

“five years” with an additional five years extended guarantee available.

**Pumping unit includes:** pump, control box (3-wire only) and motor with built-in lightning protection, standard splice kit, external bronze check valve and motor leads.

When you know you've got the best you're not afraid to stand behind it.

**Quality Products Produce Quality Water!**

*For more information, please contact:*

**USF WaterGroup**

**Toll-Free 1-877-288-9888**

# Featured Product!

**US WATERGROUP**



## AquaFlo Ultraviolet Water Sterilizer

- 99.9% destruction of bacteria and viruses at rated flow
  - SEVEN YEAR guarantee on reactor chamber
    - Visual and audible alarms warn if the UV output drops below the required level
- 304 or 316 polished & tested stainless steel reactor chambers
  - Quartz sleeves for optimum operating temperatures
  - High output, hard glass UV lamps for efficiency
- UV tube can be easily replaced without replacing the complete cell or disconnecting the water flow
  - Rust proof anodized aluminum housing
- 3/4" MNPT connections for installation of 5 and 8 gpm sizes

**Quality Products Produce Quality Water!**

*For more information, please contact:*

**USF WaterGroup**

**Toll-Free 1-877-288-9888**

# Mother's Nature

**The Hydrological cycle in one day uses more energy than the humankind has created throughout its entire history.**

*Source: Interesting Facts about Water,*

*<http://library.thinkquest.org>*

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: Denise Hughes**

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!