

# Inflow

**US** WATERGROUP

September 2002 Volume 4, Number 2

## USF WaterGroup Leads the Way with New Drinking Water Product Launch

USF WaterGroup is pleased to announce the launch of its new line of Duro and Novatek branded Reverse Osmosis Drinking Water Systems. Driven by changing industry standards and technology, USF WaterGroup has developed a product line that

Besides satisfying your customer, the new product line-up offers plumbing contractors a very important benefit - the opportunity to improve recurring service revenue and profitability. You have already worked hard to earn their initial business so why not benefit from the regular service required to replace membranes and cartridge filters. With patented unique fit replacement components, the customer can not turn to DIY stores to perform their own service. Lock them in and lock up recurring service revenue.



offers the advanced technological features desired by consumers today while simplifying installation and serviceability for plumbing professionals. The new product line-up provides the plumbing contractor with an array of sleek, attractive models to meet all consumer needs and price points.



The new products combine mechanical filtration with reverse osmosis technology for effective water treatment in point of use applications. The new line consists of 11 different models in 25, 50 and 75 gallon per day versions, using a variation

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### Inside *Inflow* ...



Dealer Profile



Service Call



Featured Products

# Dealer Profile: Glen Hulse Plumbing Schomberg, Ontario

Glen Hulse of Schomberg, Ontario has been around people in the plumbing business and over the years has developed a relationship with industry professionals. His father in law was a well driller and plumber for many years. Glen now has his own business, called Glen Hulse Plumbing that has 6 staff including manager Mike Costello.

They have been a USF WaterGroup Key Dealer for Duro for 12 years. After asking Glen what benefits does the business realize as a Key Dealer he states “ the support system, advertising mats, co-op dollars, sales and field support are the benefits of being a Key Dealer.” The most important element in his relationship with USF WaterGroup and the Key Dealer program is being able to consult with field sales support to solve

difficult water problems.

With a product mix of approximately 50% Plumbing, 20% Pumps and 30% Softeners as well as recognizing the opportunity in the growing water treatment market Glen plans to expand and diversify his water treatment product line. “Good water is the future and the more knowledge we can have the better we can deal with technology advances” Glen notes. Glen also plans to have training and courses for his employees to help deal with challenges of the future.



Owner: Glen Hulse, Glen Hulse Plumbing

USF WaterGroup would like to thank Glen Hulse Plumbing for their support of USF WaterGroup products and the Key Dealer Program and wish Glen all the best in the future.

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of 3 or 4 vessel configuration, depending on application criteria.

Many of our new models will be equipped with the patented Smartap® Water Quality Monitor which compares the feed to product water to determine membrane performance. The Smartap® monitor reports the results by illuminating colored indicator lights giving the consumer immediate feedback and comfort that their unit is performing as it is supposed to.

The Smartap® Water Quality Monitor comes in two formats:

- 1) **Pushbutton Monitor** - located on the under sink unit and activated at the touch of a button and
- 2) **Faucet Monitor** - located on the faucet itself and activated with each draw of water.

The slim attractive space saving design also offers such features as:

- Patented one-piece molded manifold design resulting in less tubing

- Attractive Novatek and Duro heat stamped manifold covers
- Colour coded tubing & quick connect fittings for ease of installation

- Wall mounted bracket
- Supplied with inlet water saddle valve & waste water drain valve
- Unique-fit patented cartridges and membranes
- Two year limited warranty on units
- Smartap® water quality monitor backed by a 5 year limited warranty
- NSF approval on select models

**Speak with your District Sales Manager or call the USF WaterGroup Customer Service Desk toll free at 1-877-288-9888 to learn more about the opportunity these products present.**



# Service Call / Installation Tip

## Maintenance & Cleaning of a Precision Distiller

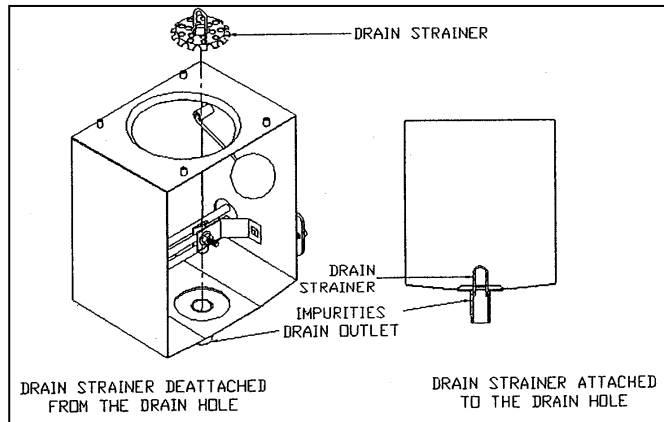
The purpose of purchasing your distiller is so you would not have to drink the impurities in your drinking water. A distiller effectively removes the impurities and chemicals from your water and returns the taste of pure water so that it is pleasing to drink for the entire family. So it is important to also keep the distiller clean so that it may do its job well.

**Cleaning Instructions:**

Drain the boiling tank following each 10 gallons of water distilled. Simply place a container under the impurities drain tube and turn the valve to release impurities. This will be done automatically if you have installed the optional Automatic Electric Drain. Every two weeks take a look inside the boiling tank. If there is a build up of scale on the sides of the boiling tank, then use the descaler cleaner provided to clean the tank as follows:

- If your Distiller is equipped with the Automatic Electric Drain, close the valve at the back of your Distiller.
- Remove any loose scale from inside of the boiling tank, if the sediment strainer drain holes are plugged, pull strainer upwards to remove and clean.
- Fill the boiling tank half full with hot tap water.  
*(Note: more than 1/2 full may allow the cleaner to foam over)*
- Slowly add 3 tablespoons of descaler cleaner.
- Mix well to dissolve the descaler.
- Fill up the remaining portion of the boiling tank with hot water to bottom of water gauge pin.

- Let solution stand overnight.
- The next morning or when the mineral content is soft, drain the boiling tank.
- Repeat cleaning if necessary.
- If all scale has been removed, rinse boiler several times with warm tap water.
- Replace sediment strainer. This is necessary to be used to stop large impurities from plugging the drain valve fitting or Automatic Drain Kit.



*Note: Descaler is a corrosive and poisonous substance. Read safety precautions on package. As you place descaler in your tank it will produce a bubbling foam substance. Do not overfill. Always leave boiling lid off when ever the boiling tank is being descaled to reduce fumes traveling through the cooling coil.*

- Dispose of 1<sup>st</sup> batch.
- Replacing Charcoal Filter:**
- Remove the complete charcoal filter canister from distiller by

- lifting the corner of the distiller.
- Remove lid completely and empty charcoal from canister and rinse.
- Add new charcoal 2/3 full and rinse with 2 cups of distilled water until water runs clear.
- Press lid back onto filter body.
- Place filter back onto distiller by lifting front corner and push filter tube into tank and lower distiller head so the coil tube enters the top of the filter. The charcoal should be changed every 2 months.

## H2O Problems / Solutions

**Problem:**

A customer with a family of 5 is concerned about his drinking water. The customer has sent in a water sample and would like to know what can be done to his water to make it potable.

*Due to the high TDS, a Reverse Osmosis unit will not work in this application (RO's are recommended with a TDS of 2000 or lower.)*

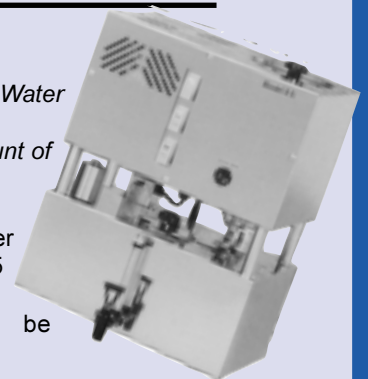
**Water Analysis:**

Total Hardness:	2 gpg
Iron:	0.0 ppm
Manganese:	0.0 mg/L
PH:	7.0
TDS:	3422 mg/L
Tannins:	0.0
Others:	N/A

**Solution:**

*Customer to install a Precision Water System Distiller.  
(Size of distiller is based on amount of water needed by the family.)*

In this application, 1.5 gallon per person with 5 people equals 7.5 gallons per day. Therefore, a PWS 8-8 distiller would be recommended.



# Introducing ...



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

With the advancements in technology that is occurring daily, USF WaterGroup now has a functional web site. Phase one has been completed and has everything from product information to Company History.

Phase Two is being presently worked on and will include a Key Dealer password protected area which will assist dealers in getting information on training, download product material etc. People from around the world can now access information about USF WaterGroup.

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

# Featured Product!



## Pedrollo Submersible Pump Catalog

A new full colour catalog featuring the full range of Pedrollo Stainless Steel Deep Well Submersible Pumps is on the way and should be available by the time you receive this issue of the InFlow newsletter. The new catalog features complete specifications, pump curves and parts breakdowns of all Pedrollo 4" 4SR Series and the 6" 6SR series. Additionally, the catalogs feature both English and French languages. Pedrollo deep well submersible pumps feature stainless steel construction, lexan technopolymer impellers, built in check valve, screen intake and excellent sand handling capabilities. In Canada, pumps are supplied with CSA approved Franklin Electric motors.

**Quality Products Produce Quality Water!**  
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**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**

**1.5 litres:** *The amount of water the average adult drinks daily, including water used in drinks such as coffee, tea and juice.*