

Inflow

US WATERGROUP

www.usfwatergroup.com

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Exclusive Distributors of **WEDECO** UV Disinfection Systems

We are excited to announce that USF WaterGroup Inc. has partnered with **WEDECO UV Technologies** to exclusively distribute their residential line of ultraviolet disinfection systems in Canada. **WEDECO** is the largest disinfection equipment manufacturer worldwide with outstanding technical and manufacturing capabilities. Their strong financial foundation ensures stability and their commitment to providing you with the best products available in the market.

Having high quality products in this fast growing market is essential for you in light of expected new and more stringent governmental regulations that will surely affect the types of ultraviolet equipment you install. **WEDECO** products ensure both you and your customers' best interests are looked after by providing you with the most advanced and highest quality products available.

High quality does not mean high complexity however. We feel that the other big win for you is that the **WEDECO** DLR Series offers significant advantages when it comes to ease of installation and serviceability. The modular control box with easy wall-mount or clip straps comes with easy-fit connections and plenty of cord for flexibility. The design of the control box also prevents any condensation from entering, preventing premature failure. There are also fewer replacement parts and they are common to all models, making life simpler and inventory costs lower.

Inside *Inflow* ...



Staff Profile



Service Call



Sales Promotion

Sales Staff Appointments

John Cardiff



We are delighted to announce that John Cardiff has accepted the position of Eastern Canadian Sales Manager for USF WaterGroup. This is a new position and John's responsibilities will be to manage sales in Eastern Canada (Ontario, Quebec & the Maritimes). John did an outstanding job for us in

western Canada over the past four years. He previously spent 10 years in Ontario working in various capacities within our organization and is very familiar with the business there. John has relocated from Edmonton to the Cambridge/ Kitchener area and is now working out of our Cambridge distribution facility.

Steve Jackson



Knowing the importance of the position John vacated, it is a pleasure to announce that Steve Jackson has accepted the position of Western Canada Sales Manager. Steve has over 10 years experience in the water conditioning industry with us, including several years in southern Alberta and, most recently, as

our District Sales Manager in Saskatchewan. Steve has relocated from Regina to Edmonton.

Don Matt



Don Matt has taken over the position vacated by Steve Jackson as our District Sales Manager in Saskatchewan. Don joined USF WaterGroup in 1988 and for the last 15 years has worked in a variety of positions within the company, most recently in the Commercial Engineering and Application Centre.

Don's strong work ethic and positive attitude have allowed him to excel at whatever position he has accepted. We are excited about adding him to our sales team.

Jay Norfolk



We are pleased to announce the appointment of Jay Norfolk as our new District Sales Manager for USF WaterGroup in Southwestern Ontario. Jay has 3 years experience in the water treatment industry and also brings with him a number of years of experience in management, construction

and sales. We know Jay will be a definite asset to our organization with his knowledge in the POU, RO and UV markets, as well as his knowledge of our industry and customers.

New Product!



Advanced Multi-Stage Filtration Systems

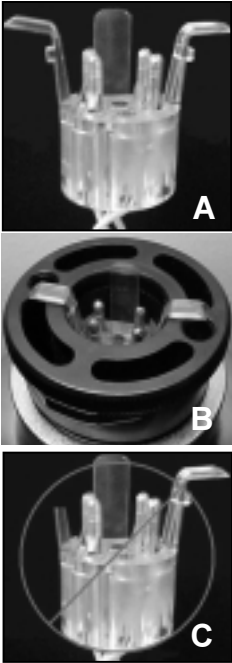
- Systems listed by NSF are certified to effectively reduce turbidity and filterable cysts including giardia and cryptosporidium.
- Chemical reduction within the capacity of 1750 gallons includes volatile organic chemicals (VOCs), lead and chlorine reduction when used with monitored models.
- Two-year guarantee

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

USF WaterGroup
Toll-Free 1-877-288-9888
www.usfwatergroup.com

Service Call / Installation Tip

WEDECO Maintenance - UV Disinfection System Lamp Install



During installation or removal of the **WEDECO** ultraviolet lamp only *minimal* pressure need be applied to the two transparent tabs located on the sides of the lamp connector (see picture A). To install or remove the lamp, gently pinch the two large tabs on the transparent lamp clip and push until the tabs lock into the groove of the headpiece (see picture B). If *excessive* pressure is used, one or both of the transparent tabs may be broken (see picture C). These tabs hold the lamp in position so that the connection to the Glo-Cap can be made. If one of the tabs is missing, the lamp may slide down into the quartz sleeve and not allow a proper connection to the Glo-Cap when it is installed. A loose connection can cause an alarm immediately or even weeks later.

If you have any questions concerning the installation of your UV lamp , please contact our Customer Service Department.

- A. Both Transparent Tabs are present on this good connector
- B. Tabs locked into groove on headpiece
- C. Transparent Tab is missing on left side of connector

H2O Problems / Solutions

Problem:

A family of four from rural Saskatchewan is concerned with bad iron staining on laundry fixtures and bathtub. Another concern is the hardness and scale build-up on fixtures.

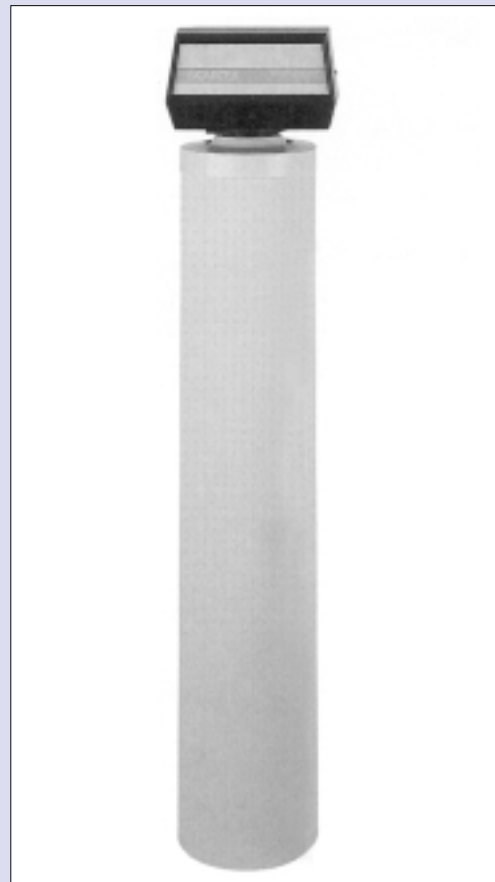
Water Analysis:

Total Hardness19 GPG
Iron7.5 mg/l Iron
Manganese0.2 mg/l
pH7.1
TDS692 ppm
Tannins0 ppm
H₂S0 ppm

Solution:

Our recommendation was a model 10" Chemical Free Iron Filter to remove iron and manganese, followed by a 30,000 grain water softener to remove hardness.

If the customer was interested in a drinking water system to remove TDS, a 50 gpd reverse osmosis unit would be recommended in this case.



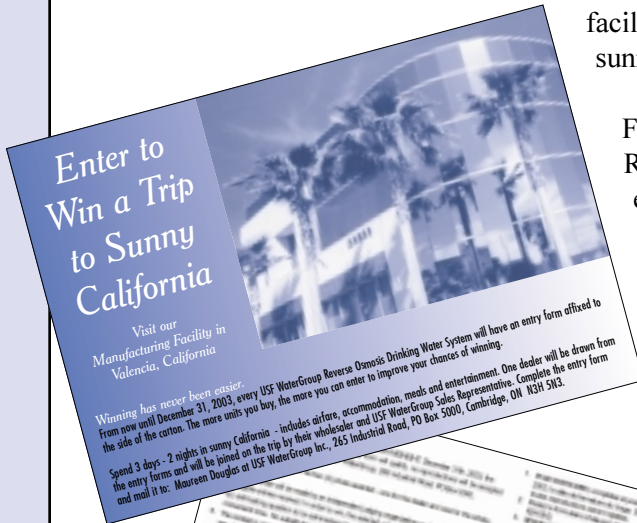
Chemical Free Iron Filter

R.O. Introductory Sales Promo

Enter to win a trip to our reverse osmosis manufacturing facility in Valencia, California. Spend 3 days and 2 nights in sunny California in the winter of 2004.

From now until December 31, 2003, all USF WaterGroup Reverse Osmosis Drinking Water Systems will have the entry form shown here affixed to the side of the carton. Every unit you purchase gives you a chance to win.

One dealer will be drawn from the entry forms received and will be joined on the trip by their wholesaler and USF WaterGroup Sales Representative. The more units you buy, the more often you can enter to improve your chance of winning.




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 please visit our website:

www.usfwatergroup.com



THE LAST DROP

Water helps maintain proper muscle tone and prevents sagging skin.