

Product Update-Hold Notice

November 5, 2018

Dear Water-Right Customer,

This notice is to update you on the status of the **ONE Lead Cartridge Filter**. As most of you know, we have stopped shipment of this cartridge due to a risk of damage during shipping.

In order to explain the problem, we need to first talk about the structure of this particular cartridge. The lead cartridge is comprised of a carbon block core which will filter particulate lead; if this gets damaged in any way, it is possible that the cartridge will not remove the lead as stated. There are other "medias" that remove the ionic form of lead incorporated into the cartridge as well, but if a fracture of this carbon block occurs within the core, the water could pass the media also resulting in minimal lead reduction.

The state of the product we received from our vendor showed obvious signs that they were going to be subject to freight issues - including cracking of the carbon block. Our vendor indicated that shipping via common truck carrier would be acceptable; however because of the wide variety of transportation methods, we could not ensure the integrity of the cartridge. Our Water-Right team tried to re-package the cartridge to make more secure before leaving our facilities, but our attempts were not 100% reliable. This is why we decided to halt all shipments.

Currently new shipping designs are being tested including shipping via UPS. Once these have been approved, we will re-release the sale of the ONE Lead Cartridge Filter.



Part No.
CT-05-CB-AMCYL-IO

Free Testing Will Be Available

We will supply a sample kit including: two bottles, simple sampling instructions, and free shipping via UPS back to Water-Right. We will conduct testing on two samples (raw/untreated and treated water after the cartridge) at our Clean Water Testing Lab Facility here in Appleton. We will send results back for you to share with your customer. As stated, this will be a free service for a limited time until we feel comfortable with the new packaging design. Once we are satisfied with the results, we will discontinue this free service.



As always, testing services are always available to you at a discounted rate through your local distributor or Water-Right directly. These services could be part of a maintenance program you may have with your water treatment business or just for "peace of mind" for your customer. Contact your Regional Sales Manager or our technical service team here at Water-Right for more information.

Please watch for more information regarding the re-release of the ONE Lead Cartridge and free lead testing service.

Thank you for your patience and understand concerning this manner. We apologize for any inconveniences this may have caused.

For any questions or comments, please contact Customer or Technical Services and/or your Regional Sales Manager.