

WELCOME ABOARD!

New faces at Water-Right



Gary Bauer
CustomCare Manager

Gary joined us in October as part of our CustomCare team. He will be a part of all aspects of this division, including sales,

technical services, and engineering. Gary has an extensive background in the water industry and we're excited to have him as part of our group. He also takes great pride in his family. Gary is married with three children and three grandchildren to keep him busy. Together they enjoy making a homemade sausage recipe passed down through the generations since the late 1800's!



Mike Ohlinger
Technical Writer

We added Mike to the team in August as a technical writer. This is a new position for the company, but one that becomes more

important every day. He will be in charge of creating, updating, and organizing all of our manuals, specification sheets, and technical documents. Mike is currently engaged to his wonderful fiancée, Melanie, and is excited to start their family together with Melanie's nine year old daughter Anthem. He loves spending his free time reading and (of course) writing, camping, and hiking outdoors. He is also a big fan of music, enough to turn it into a hobby of collecting records and playing synthesizers or other random instruments.

Cleaning A Water Treatment System Post flood & boil alert conditions

Mother nature created her fair share of hurricanes this summer. As people return to their homes and pick up the pieces, it's important to remember their water treatment system may have been affected. Any equipment that has been in standing flood waters is at risk for bacterial growth inside the unit.

This is also an issue when municipal water sources issue a boil water alert triggered by a bacterial contamination. It is important to sterilize these units before returning them to their regular service. Read through our tips below on how to clean and recover a contaminated unit.

BEFORE DISINFECTING ANY WATER TREATMENT DEVICE

- Confirm the water supply is deemed safe before proceeding. Do not continue if a boil water alert is still in effect.
- If the system has been completely submerged due to flood conditions, the unit should be considered a total loss due to irreparable damage to electronic components.

BRINE TANK PROCEDURE

- Remove the salt tank and brine well cover.
- Empty the water and remove/discard all salt from the brine tank.
- Clean the interior of the brine tank. Scrub the inside of the tank and all interior components with warm, soapy water. Confirm that no brine residue remains in the tank.
- Wash the inside of the brine tank and all interior components with a medium bleach and water solution (using 5.25% bleach). Rinse the tank and components with clean water.
Note: Use normal unscented bleach. Do not use splash proof bleach or bleach with any additives.
- Add new salt to the brine tank. **Note:** We strongly recommend using solar salt inside our systems.
- Pour three gallons of fresh, clean water into the brine tank. Add three teaspoons (1.5oz) of 5.25% unscented household bleach into the brine tank to make a chlorinated water solution.

WARNING: DO NOT MIX bleach with red-out salts, salt with additives, or any resin bed cleaners. Doing so may produce potentially harmful fumes.



WATER SOFTENER/CONDITIONER PROCEDURE

It is common practice to clean resin and zeolite (found in our Sanitizer Plus units) based water softeners in place. Please follow the instructions below for these types of systems that are in a recoverable condition. *(These steps should be completed after cleaning the brine tank.)*

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U.S. Regional Water Issues

Watch for your state featured during this blog series

Water quality differs as greatly as the landscapes across the country. To help homeowners understand water problems that are typical in their area, Water-Right is creating a series of articles on common contaminants across America. Below you can read excerpts from our first featured region, the Central Midwest. See the full article at www.water-rightgroup.com/blog. Other regions will be posted there as we complete them. Check back often for the article describing water in the areas you serve. Be sure to share it with your customers to help explain the symptoms they may be experiencing.



REGIONAL WATER ISSUES — CENTRAL MIDWEST

Water-Right regional sales managers, Jeff O'Callaghan and Mark Selvig, spend a lot of time in the Central Midwest states of:

- Iowa
- Kansas
- North Dakota
- Nebraska
- Missouri
- South Dakota
- Texas
- Oklahoma

Many homes in this region get their water from a private well, which almost always requires softening. However, Selvig notes that homes on municipal water may need a softener as well. Plus, there is another type of water that's common in the Midwest.

"Out in the Dakotas, our water treatment dealers and plumbers are dealing with rural water," he explains. "That's basically a municipal water system for rural areas, which could be partially softened. They may take the hardness down from 30 to 10 grains per gallon. People start to believe they don't need a water softener but that's not true, 5-10 grains of hardness in your water can still be detrimental to your plumbing system, your water heater, and more."

A number of these states fall into what's known as the Missouri River Valley. O'Callaghan tells us iron is a common culprit with well water.

"Heavy iron in the Missouri Valley area is very common, particularly in Nebraska, eastern Kansas and eastern Oklahoma," he says. "There's just a lot of natural iron in the soil along the region that percolates into the aquifer or the water tables."

While iron in the water doesn't pose any health risks, it can certainly be a nuisance. If you notice red, rusty stains in your sink, toilet, and tub – iron is probably to blame. Plus, it may give your home's water a metallic taste and affect the flavor of beverages like coffee and tea.

"Iron and manganese are also a problem in western Oklahoma and Texas, but high hardness and hydrogen sulfide tend to be bigger issues," O'Callaghan explains.

If you live in a home with water that stinks like rotten eggs, there's a good chance that hydrogen sulfide is the problem. Once again, there

is no major risk to your health, but no one wants to bathe in or drink water that smells like rotten eggs.

That odor is detectable by the human nose at a level as low as 0.5 parts per million (ppm). To put that in perspective, 0.5 ppm would be like a half-minute of time in two years. It's minuscule. O'Callaghan says he's come across water in Texas and Oklahoma with 10 ppm of hydrogen sulfide. Imagine the smell!

In addition to frustrating problems caused by iron, manganese, and hydrogen sulfide, there are more serious problems that stem from water contaminants you can't detect with your senses. In many of the Central States, where agriculture is prevalent, nitrates can be an issue.

"At one point in Nebraska there were more than 100 different towns and villages over the maximum contaminant levels on nitrates," O'Callaghan says. "It's because of all the fertilizing that's been done in those areas over the years. But, that's something that is tasteless and odorless, and you don't know it's there until you have problems with a newborn. That's why periodic testing of private wells is so important."

While adults can consume nitrates without harm, infants are more susceptible to a condition known as blue baby syndrome, or methemoglobinemia, which reduces the level of oxygen red blood cells deliver to organs. Mixing infant formula with nitrate contaminated groundwater could lead to this condition.

"Generally speaking, reverse osmosis does a good job at nitrate reduction," says Selvig. "Some models perform better on nitrates than others. Homeowners should ask their local dealer if the system they sell is certified for nitrate reduction in the state."

Residential water treatment is a science that takes time to master. Homeowners need a professional to come identify the issues, and assemble a system that meets their specific needs.

Employee Spotlight:

Brandon Huffman Production Line Member

Brandon has been a part of the Water-Right team for a little over a year as part of our production line. He fills, assembles, and boxes units to prepare them for distribution. He says he enjoys the dedicated group he gets to work with every day. It's amazing what hard working people with the same goal in mind can accomplish in a day. In his free time, Brandon enjoys coaching a baseball team, and it's no wonder — he spent three years playing professional baseball in Canada. He also enjoys going hunting. Brandon has been a valuable asset this past year and we look forward to many more positive contributions from him.



Cleaning A Water Treatment System

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WATER SOFTENER/CONDITIONER PROCEDURE

- Flush water softener by placing unit into backwash and allow water to run to drain for 10 minutes. If water is still cloudy, continue to run until clear.
- Pour 2 ounces of 5.25% household bleach per cubic foot of media into the brine well. For a zeolite unit, use 6 ounces per cubic foot. Rinse components off in brine well as to avoid corrosion of parts.
Note: Use normal unscented bleach. Do not use splash proof bleach or bleach with any additives.
- Initiate an immediate regeneration. The bleach will create a chlorinated brine solution and will be drawn into the unit, through the media, and through other internal passages of the valve to sanitize the softener.
- After regeneration is complete, turn on a cold water supply and run water. If chlorine is still present, allow water to run until clear.
- Have water tested by a certified lab to ensure purity before consumption.

CARBON SPLIT TANK PROCEDURE

Any equipment that contains carbon, such as our Impression RC softeners, must have the carbon removed, discarded, and replaced with new material. Please see the steps below for replacing the carbon in an RC split tank system. *(These steps should be completed after cleaning the brine tank.)*

- Flush water softener by placing unit into backwash and allow water to run to drain for 10 minutes. Unplug unit from power source during this step. After 10 minutes, if water is still cloudy, continue to run until clear.
- After the water has run to drain for 10 minutes (and water is clear), by-pass the water softener. Water will stop flowing to the drain, indicating that the unit is depressurized.

- Remove valve assembly and flange from tank.
- Drain water from tank. This can be accomplished by siphoning the water from the distributor tube using a wet/dry vacuum or pump.
- Using a wet/dry vac, vacuum all of the carbon from the top of the tank to the top "mid plate" of the tank.
- Replace carbon with the proper amount.
- Replace flange and valve assembly.
- Open by-pass slightly, allowing water to enter the tank slowly.
Note: Do not allow water to enter the tank rapidly to avoid backwashing the carbon to the drain.
- Once water is flowing to the drain, plug unit back in to a power source and advance the unit to the rinse cycle. Allow water to run to drain until clear.
- Pour 6 ounces of 5.25% Chlorine (Household Bleach) per cubic foot of media into the brine well. Rinse components off in brine well as to avoid corrosion of parts. **Note:** Use normal unscented bleach. Do not use splash proof bleach or bleach with any additives.
- Initiate a delayed regeneration. The bleach will create a chlorinated brine solution that will be drawn into the unit, through the media, and through other internal passages of the valve to sanitize the softener.
- After the regeneration is complete, turn on a cold water supply and run water. If chlorine is still present, allow water to run until clear.
- Have water tested by a certified lab to ensure purity before consumption.

Following disinfection, it is critical to resample the water and have it tested for contamination. If the water is discovered to be contaminated after these procedures, disinfection will need to be repeated.

For any questions regarding the procedures, call Technical Service at (800)-777-1426 or contact your regional sales manager.

Tech Tips

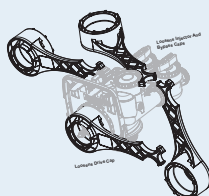
The Proper Tools To Get the Job Done The First Time

by Kirk Guthrie, Technical Services Manager

Running to service calls can be an irritating part of our industry. This can be made even more frustrating after doing your trouble shooting on site and realizing that you do not have what you need to fix the problem. With this in mind, here are four tools we recommend keeping in your service truck to make your life easier.

First (and perhaps the most important): A test kit. Water-Right offers two kinds of test kits — the Deluxe Test Kit and the smaller Serviceman's Test Kit. You really need to know if the water is soft and iron free before you start your service call or replacing parts.

Second: The service wrench. This is the one tool that you need to take a valve apart. It functions in many ways to remove the drive cap, injector cover, even the bypass nuts.



Third: Frequently replaced parts. These would be the injector, stack assembly, piston, and regenerate piston. There is nothing worse than finding out that you need a new stack but you are over an hour away from your shop. Not only do you have to order the part but you need to return to the customers house again to replace a part that you could have in your truck already.

Fourth: Double check the unit. This isn't necessarily a tool but before you leave, put the unit through each cycle and confirm that the system is mechanically doing everything it should during the regeneration. As a hint, take the brine line off the brine tank to judge the vacuum during brine draw. Once finished, push the Regen button once to trigger a regeneration that night.

With these tools and Tech Support on your side, most service calls can be a "one and done" visit for you. If you have questions, please call Technical Service at 800-777-1426 before you leave the home.



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Connect with **Water-Right** on social media!



Upcoming Events & Conventions

November 2017

12-16	AWWA 2017 Water Quality Technology Conference	Portland, OR
29-30	American Water Summit 2017	Austin, TX

December 2017

5-7	Groundwater Week Expo — Visit us at Booth #845!	Nashville, TN
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January 2018

24-26	Wyoming Water Well Association Convention	Casper, WY
25-26	Pennsylvania Ground Water Association Conference	Grantville, PA

February 2018

2	North Carolina Ground Water Association Convention	Greensboro, NC
8-9	Illinois Association of Groundwater Professionals Expo	East Peoria, IL
14-16	Virginia Water Well Association Convention	Midlothian, VA

Kurt's CORNER

Thank you to all of the Water-Right employees for their hard work and dedication. Celebrating anniversaries in November, December, and January are:

Employee	Years
Glenn Gruett	55
Guy Gruett	30
Jeff O'Callaghan.	20
Donna Roemer	18
Tom Vandehei	6
Richell Hirst.	5
Brandon Peters	5
Dan Peters	5
Donna Pingel	5
Tim Marek.	5
Mai Chang.	4
Eric Roycraft	3
Cassi Worster.	2
Erik Koglin.	1
Brandi Miller	1



FEBRUARY 13-15, 2018

Join us for our next water treatment 3-day school!
Class size is limited and fills up fast.

Register today at: www.water-rightgroup.com/signup
or download the form and fax it to 920-739-9406.

Registration will close **January 16, 2018.**