

# Water Right® Speaking SOFTLY

SPRING EDITION 2019

water-right.com

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A Big Thank You!

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2018 NGWA

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## School Spotlight

### Grateful Because...

by Mark Selvig, Regional Sales Manager

Today I found myself reflecting on Water-Right's January School. Maybe because today in Northwest Wisconsin it will struggle to reach -18 below zero and the school gives me warm memories. Or maybe it is because I am grateful. Let me tell you why.

We have been focusing on ways to improve on schools and just completed our second school under the new format. We had a great group of dealers and distributors to share it with. That is where the word grateful comes to mind. We are grateful to have a group of customers like ours. Nearly 70 of our dealers and distributors from around the country braved the snowy weather and joined us in Appleton for three days. People from Minnesota to Florida, California to Virginia all came to learn, share ideas, and create new friendships. When people come together and share ideas, innovation follows. We have been on the cutting edge of technology in our industry for many years. Many of the innovations from Water-Right have come from the exchange of ideas with our customers. We are very fortunate to have the best customers in the industry! Thank you!

Another reason I am grateful. Our opening afternoon session, which includes water fundamentals and its unique properties, is still taught by Mr. Glenn Gruett. Glenn is one of the pioneers of the modern water treatment industry, with over 50 years of experience. What a unique opportunity to learn, not only for the beginner, but also someone like myself (20 years with Water-Right). Every time I attend School and listen to Glenn, I learn something new. Even though he has been instructing for 50 years, his passion and enthusiasm for water is difficult to hide.

On the second day, we break into groups based on customer type. Our wholesalers/contractors are in one group and the dedicated water treatment dealers are in another. In our new format, we have streamlined training to fit the student's needs based on their place in the industry. A true product based problem/solution format is offered for all attendees. No matter the class you attend, you can be assured there will be an instructor with years of experience. In fact, if you ask one of the Gruett boys how many years they have been in the industry, most likely they will give you their age. Literally, they were born into the industry and all of them help teach classes throughout the week.

Our other addition to the new school format is the "elective" commercial class on Wednesday evening. This has become a very popular class early in its existence. This is when Water-Right rolls out its "rock stars"! The session begins with one of our newest team members, Gary Bauer. Gary heads up CustomCare, our commercial division. He and Guy Gruett will give you an introduction into the commercial softening/filtering world. Then students are led to different "stations" headed up by a few of our Technical Service Experts: Kirk Guthrie, Carmen Bump, Randy Seyler, Dan Peters and Justin Isenhoff. System controllers,

utilizing relays, MAV, and NHWP make up the stations topics. I affectionately refer to these guys as "rock stars". If you are in the field and need help (as I do on occasion), they know their stuff and can really help you out in a jam. I am grateful to have the backing of the best Technical Services team in the industry.

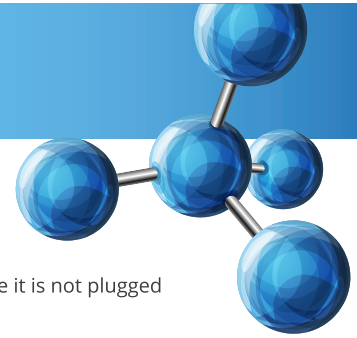
So truly, a lot to be grateful for! We would love to have you at our schools this year. They do fill up fast. If interested, call 800-777-1426 and ask for Vicki Van Straten. She can let you know when there are openings.

Best Regards,

Mark Selvig

Thank  
you!

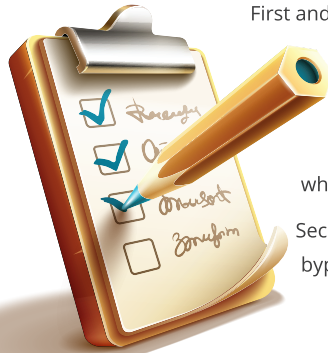




## Going out for a service call? Make a plan...

by Kirk Guthrie, Technical Services Manager

When that call comes into the office and you're going out to the service call, make a plan of attack so that you can use your time the most efficiently and move onto the next call with confidence that you have fixed the issue. Below are a few steps that can guide you through that service call.



First and foremost, test the water!! You want to know what the system is doing even before you start checking the functions. Test the raw water, the cold water and the hot water to determine what is happening right now.

Second look at the basic stuff. Check the bypass, check the salt level in the salt tank,

and the power outlet to make sure it is not plugged into a switched outlet.

Third, go into the first level history (push the + and - keys together). That first screen will tell you how many days ago the unit regenerated. If you push "next", it will then show how many gallons have been used since the last regeneration.

After these items above are checked out, it will be time to step the unit through a regeneration to verify that the unit is doing its mechanical job. It is also helpful to disconnect the brine line from the brine tank so that you can see what exactly is happening during the fill and draw cycles. Technical Services can help you with the problems you might still be having. Taking those few first steps above will help to get you on your way quickly to solving most problems.

## groundwater<sup>®</sup> week

Exhibits • Workshops • Summit

# 2018



# THANK YOU!

to everyone who stopped by our booth at the NGWA show back in December! We really appreciate that you took the time to visit us and we look forward to seeing you in 2019!

NGWA<sup>®</sup>  
The Groundwater Association  
BETTER TOGETHER

GROUNDWATER FOUNDATION

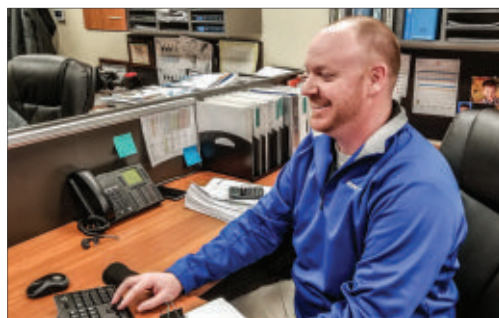
## Employee Spotlight

**Randy Seyler**  
Technical Services



Randy has been at Water-Right for five and a half years. He enjoys the many duties his job has to offer, including helping field technicians diagnose and repair treatment equipment, sizing and quoting jobs. He enjoys learning new things at work, the fast-paced environment, and working within a team. Outside of work, Randy enjoys family activities and reading books to his three year old. He also enjoys deer hunting, coyote hunting, walleye fishing, boating and going to concerts. Randy likes traveling to new weekend destinations and exploring events and festivals. As a family, they enjoy eating at new restaurants and trying out different supper clubs around Wisconsin.

They also enjoy taking extended weekend trips to Las Vegas and Orlando.



*"Randy was a great addition for Technical Service three years ago. He has brought in-field experience, from working at the Clean Water Center, along with a great attention to detail. He has contributed a lot to our department and blended well with the rest of the Water-Right team."*

**Kirk Guthrie**  
Technical Services Manager

## Customer Spotlight



Pictured is Joe Maddon, Manager for the Chicago Cubs. He is the proud owner of an Impression Plus Series Acid Neutralizer and Softener. His brother, Mark, is in charge of the commercial and industrial sales for Coast Pump, our Water-Right distributor in Florida. *"Mark if you're looking for a change, I'm sure I could find a job for you installing within our dealer base."* - Kurt Gruett



## Gruett GROANER

A man goes to his doctor because he's been feeling very ill for days. The doctor gives him several sets of pills.

The doctor instructs; "Take the green pill with two big glasses of water when you get up. An hour later, take the white pill with another glass of water. Take the blue pill with a big glass of water after lunch. Mid afternoon, take the orange pill with plenty of water, and repeat that at dinner. Then, just before going to bed, take the red pill with several big glasses of water."

The man is alarmed at huge volume of medicine he has been given to take, and nervously asks, "What's the diagnosis? What's wrong with me?"

The doctor says, "You're dehydrated."





1900 PROSPECT COURT  
APPLETON, WISCONSIN 54914

1.800.777.1426 | [water-right.com](http://water-right.com)  
Company website: [water-rightgroup.com](http://water-rightgroup.com)



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## Upcoming Events & Conventions

### April 2019

8-10	Global Water Summit	London
16-18	AZ Water Annual Conference & Exhibition	Phoenix, AZ
23-26	WQA Convention & Exposition	Las Vegas, NV

### May

16-18	Florida Ground Water Association Trade Show	Orlando, FL
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### June

3-5	Aquatech China	Shanghai, China
9-12	AWWA Conference	Denver, CO
17-19	Indowater 2019	Jakarta, Indonesia

## Kurt's CORNER

Thank you to all of the Water-Right employees for their hard work and dedication. Celebrating anniversaries from May —July are:

Employee	Years
Kurt Gruett . . . . .	36
Greg Gruett . . . . .	35
Derick Wasinger . . . . .	21
Chris Schwersenska . . . . .	20
Mike Hanten . . . . .	15
Chris Degroot . . . . .	11
Joel Rinne . . . . .	10
Luke Java . . . . .	8
Mary Kay Maigatter . . . . .	7
Ann Behnke . . . . .	6
Matt Neville . . . . .	6
Randy Seyler . . . . .	6
Karen Frassetto . . . . .	4
Katie Freimuth . . . . .	4
Greg Griesbach . . . . .	4
Carmen Bump . . . . .	3
Austin Sobieski . . . . .	2
Brad Walsh . . . . .	2
Alex Davidowicz . . . . .	1
Elizabeth Moderson . . . . .	1
Nancy Pieper . . . . .	1
Brad Price . . . . .	1

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