

SPEAKING SOFTLY

water-right.com

New**FACES** at Water-Right



ALISSA CAHAK
Human Resources

Alissa joined Water-Right as HR Generalist & EHS Coordinator back in February. She is responsible for employee relations, benefits administration, payroll, hiring, as well as employee health, safety, & security.

Prior to joining NAWT, Alissa worked at the City of Neenah as a HR Recruiter & Coordinator where she was responsible for recruitment, hiring, benefits administration, and payroll. Alissa earned her BS in business management from the University of Wisconsin – Eau Claire. Alissa enjoys spending time with her husband and three children who are 9, 5 and 3 years old. You will find them camping around Wisconsin, visiting different local parks and snowmobiling in the winter.



DAN WELLS
Associate Brand Manager

Dan joined Water-Right as Associate Brand Manager for our Evolve & WaterCare brands back in March. In this role, Dan will fulfill all dealer marketing requests as well as create and maintain the marketing resources provided to

customers for the Evolve and WaterCare branded product lines. He joins us from 4imprint where he served as creative designer. He was responsible for maintaining brand consistency, designing promotional items including logos and editing embroidery files. Dan earned his BFA in graphic design from the University of Wisconsin – Oshkosh with an additional certificate specializing in digital marketing. Outside of work, he enjoys spending time with his 5-month-old son along with fishing and hunting. He is excited to attend sporting events again post-COVID.

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COMPANY SPOTLIGHT

Catching Up With CustomCare

by Gary Bauer, CustomCare Manager

Even in the midst of ever-changing times, things haven't changed with CustomCare at Water-Right. CustomCare continues to provide reliable, cost-effective commercial water treatment systems built with the most up-to-date features available. To better respond to the needs of our valuable customers, we continue to focus our efforts to diligently provide timely quotes and answer technical questions.

You can visit customcarewater.com, where you can find sales and specification sheets along with drawings and owner's manuals for all of our products from media filters, softeners, and reverse osmosis systems. Whatever your business needs, the CustomCare team is ready to serve you to meet your unique, project-specific requirements. Also, our CustomCare

team continues to provide Autocad drawings per your requirements from our standard product line.

The quality and consistency of our products are fundamental to our performance. We know that starts with timely quotes while our team works with each customer to answer technical questions while determining your project needs. Commercial quotes are managed and tracked to maintain reliable, accurate follow-up right to the day of purchase.

Quality, consistency, and service will always remain a steadfast component of CustomCare. We are excited to announce the inclusion of Progressive Flow programming on our CustomCare PC boards. As we near release, please be on the lookout for future communications regarding the launch of this requested feature which will provide support collateral.

Progressive Flow programming allows duplex, triplex, and quadplex system setups to accommodate fluctuating flow rates. Formerly only available by using a system controller, the ability to program a Progressive Flow system directly on CustomCare PC Boards simplifies commercial setups and saves on cost by eliminating the need for a system controller.

Whatever your business needs, CustomCare has a quality solution for your commercial equipment.

CustomCare®



EMPLOYEE SPOTLIGHT

HAPPY Retirement!

Kirk Guthrie!

"My how 17 years flies by when you're having fun!!" That's Kirk Guthrie's reaction as he looks back on his Water-Right career. From his youthful beginnings of working on a presidential campaign after college in the 1980's, to being a manager at Best Buy (before the "blue shirt" days) to starting in the water treatment industry in 1994 with his sister and brother-in-law, Bill Granger, at Water-Care. The importance of water and providing good water to people became his career path and passion that lead him to Water-Right in 2010.

When Kirk first arrived at Water-Right, the Clean Water Center was still under construction and not yet open to the public. He convinced Kurt Gruett and Mike Hanten, the General Manager of this new initiative, that they needed a person like him to do the direct-to-homeowner selling because that was not a strong focus of Water-Right in those days. After consideration, Kurt took a chance on Kirk and for the next four years, he was the "door to door" salesman for the Clean Water Center. Looking to try something different, he moved into the Technical Support department where he had the pleasure of working with Derick Wasinger. The two of them served not only as Customer Service representatives, but also Technical Support reps. After a lot of growth and changes over the years at Water-Right, he became the Technical Service manager in 2015. The Technical Service staff now consists of five people, which I consider the very best technical support in the industry.

"To those of you reading this, believe me when I say I will miss talking with each and every one of you. It has been an honor talking and shooting the bull with you all of these years. We have all grown together, but I have just grown old enough to call it quits first. It has been a blast!!"

During retirement, Kirk and his wife, Peggy plan on seeing as much of this great country as they can. As "traveling mates," they have seen a lot but know there is so much more to see and experience. Keep an eye out for them because you never know where they might pop up!!

"A heartfelt thank you goes to the Gruett's, it has been a great run and I am proud to have been a part of what we all built together."



“Kirk, I can’t thank you enough for all you have done for the entire Water-Right Group. It’s been a wild ride; one that you should be proud of. You will be missed, so enjoy retirement and don’t be a stranger when in town.”
~ Kurt Gruett

Congratulations




NewFACES
at Water-Right



DENNIS ZURFLUH
Production Manager

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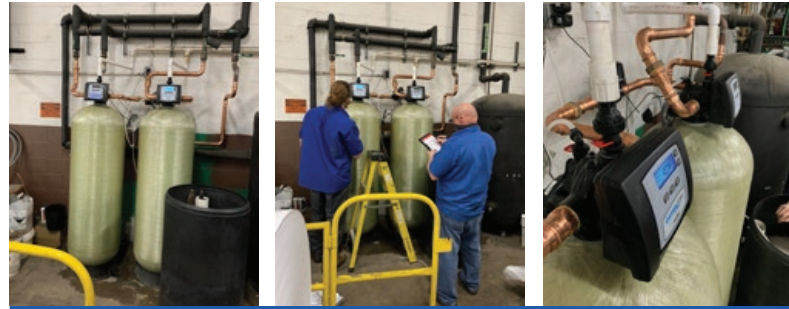
Dennis joined Water-Right as Production Manager back in February. He will manage workflow and coordination of the manufacturing environment for shipping, receiving and purchasing areas. Additionally, he will assist in plant planning through budget preparation and assure that product quality goals are attained. Prior to joining A. O. Smith, Dennis worked at All About Packing as a production manager. He wore many hats working for this small packaging manufacturer including scheduling, planning, deliveries, maintenance and working as a production worker at times. Dennis earned his BS in biology and chemistry from St. Norbert College. He enjoys being outdoors hunting, fishing and playing golf. You can also find Dennis in his shop doing woodworking, building everything from tables and cabinets, to planters and other outdoor items. He even built the table centerpieces for his daughter's wedding.

From zero to hero, an industrial success story

by Mark Dierolf, President, Dierolf Plumbing and Water Treatment - Contributor

If you are not familiar with R.R. Donnelley & Sons (RRD), they consist of multichannel communication solutions through the following segments: commercial print, logistics, statement printing, labels, packaging, supply chain management, forms, and business process outsourcing. So when their Quakertown, PA print facility faced a difficult situation with their current water treatment specialist not being able to provide service for 30 days, they had to act fast. After doing a Google search they called our company due to our stellar reviews. Their water treatment system was completely nonfunctional and was dramatically affecting production and production machinery. If you do not know how the print segment facilities of RRD operate, they produce printed materials non-stop 24/7, so all systems must be working smoothly without issues. Our service team attempted to service their existing system but eventually determined that our client was better off replacing their single head alternating controller with two Clack alternating controllers.

The next hurdle we needed to overcome was getting the controllers quickly. The Water-Right team was able to not only pull the controllers together but get them shipped the same day via next-day air so that we would have the controllers in possession as quickly as possible. After installing the new controllers, we determined that the bed condition of the system, which was only 4 years old, was not functioning and



Service manager Zach Dierolf (left) and plumbing manager Mike Sparks checking on the new system.

not allowing proper brining. This was determined after many hours of phone conversations with Water-Right's technical support team late into the evening. With properly functioning controllers and a determination that the beds would need to be replaced, we scheduled the full replacement of tanks and beds at this point giving the client an entirely new system. We were able to accomplish all of this and have the customer back in full operation in less than one week.

Our new happy customer was extremely delighted with the quality of service, attention to detail, and overall care they received from Dierolf Plumbing and Water Treatment and Water-Right. It was a true water treatment success!

TECH TIPS

IS YOUR "STACK" STUCK?

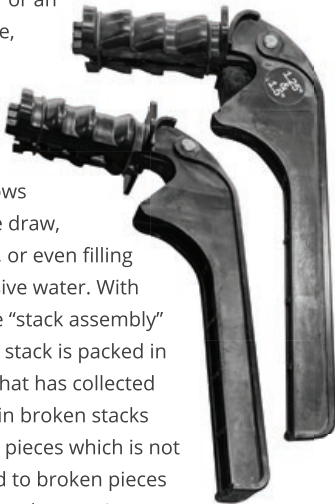
by Kirk Guthrie, Technical Services Manager

Over time as a softener or an "air draw" filter is in service, precipitated iron and hardness can damage the "stack assembly" that is inside the valve.

This problem often shows by performing a bad brine draw, leaking water to the drain, or even filling the brine tank with excessive water. With these issues, replacing the "stack assembly" can be a huge chore if the stack is packed in with iron or other debris that has collected over time. This can result in broken stacks or stacks that come out in pieces which is not only frustrating, it can lead to broken pieces left inside the valve that can then again cause problems for the new stack assembly.

A stack assembly extractor tool is available for the 1.0 inch and 1.25 and 1.5-inch valves that can make it easier to remove a stack that is stuck in the valve body. These extraction tools (CV3022 for the 1-inch valve, CV3022-15 for the 1.25-inch valve and 1.5-inch valve) are available for purchase through Water-Right. This tool inserts into the stack then expands inside the stack making extraction easy.

If you have any questions about these handy tools, please give Technical Support a call at 800-777-1426.



Insert puller into stack



Bend handle to the side to engage stack



Continue to push handle in



Pull to remove the stack



1900 PROSPECT COURT
APPLETON, WISCONSIN 54914

1.800.777.1426 | water-right.com
Company website: water-rightgroup.com



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

GRUETT GROANER



Before the last quiz of the semester, I was chatting with all the students in my Water and Wastewater Lab class and told them I didn't have any jokes to share. I asked if anyone had heard something worth telling. One student, Abel Ferry, said, "Sorry Dr. Ladner, I'm all dried up."

UPCOMING EVENTS & CONVENTIONS

APRIL 2021

7-8 AWWA Virtual Summit: Lead & Water Quality Virtual

MAY 2021

11-12 Emerging Water Technology Symposium San Antonio, TX

26 NGWA Virtual Problematic Groundwater Contaminants Virtual

JUNE 2021

21-23 Groundwater Sampling and Analysis (course #226) Westerville, Ohio

22-23 Fate of PFAS: From Groundwater to Tap Water Virtual

24-25 Aquifer Test and Interpretation and Analysis (#192) Westerville, Ohio

ANNIVERSARIES

Thank you to all of the Water-Right employees for their hard work and dedication. Celebrating anniversaries from April – June are:

Employee	Years
Kurt Gruett	38
Greg Gruett	37
Derick Wasinger	23
Chris Schwersenska	22
Joel Rinne	12
Joel Grimsley	11
Luke Java	10
Mary Kay Maigatter	9
Ann Behnke	8
Matt Neville	8
Karen Frassetto	6
Greg Griesbach	6
Austin Sobieski	4
Brad Walsh	4
Brad Price	3
Nancy Pieper	3
Justin Isenhoff	3
Jered Pavsek	3
Billie Christensen	3
Elizabeth Moderson	3
Alex Davidowicz	3
Clint Stapel	2
Terri Freeman	1
Timothy Marques	1
Adam Petersen	1
Keith Hoefler	1
Joshua Notino	1
Jeffrey Perlewitz	1