



# Speaking SOFTLY

SUMMER EDITION 2018

water-right.com

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## The beginning of a great source for the Groundwater Professional

by Steve Calahan, Regional Sales Manager

In June 2017, it was a natural fit for the initial four 2M/DSI Midwest branches—Green Bay, WI, Watertown, WI, Menomonie, WI and St. Cloud, MN to be named Headwater Wholesale. January 1, 2018, the Yorkville, IL and Whitestown, IN, formerly DSI branches, joined the Headwater Wholesale team.

The six branches service their customers in the states of Wisconsin, Northern half of Illinois, Indiana, UP of



Yorkville, Illinois

Michigan, Minnesota and Eastern North and South Dakota, specializing in Water Well, Irrigation, Drilling Materials & Equipment, Environment and Waste Water.

As part of this consistency, the



Headwater Wholesale branches have implemented and in place their Container Program. This consists of a locked container of products owned and managed by Headwater on some of their key groundwater customers'

property. The customer then has access to the products in the container 24/7. Once a week, the Headwater territory rep takes inventory and orders the replenishment of product.

"The Container Program has been a big success", Schramm said. "It gives our key customers access to products same day so they can service their customers on the same day basis without waiting for the product to be delivered."



Headwater Brands

### Headwater Employees in Yorkville, Illinois



Left to Right:

**Dave Pekoc**  
Warehouse Manager

**Joe Sroka**  
Assistant Branch Manager

**Bob Iversen**  
Territory Rep.



In January 2018, Headwater Companies purchased Valley Farms Supply which consists of 3 branches in Michigan and one in Northern Indiana. Schramm said the Valley Farms brand name will remain since it's been well established and long standing in its market. But many of the value-added programs- Employee

and Customer Product Training, the Container Program, that have proven successful with Headwater Wholesale, will be implemented at Valley Farms.

"The name Headwater Wholesale gives us the consistency and permanent brand name here in the Midwest", said Brian Schramm, Headwater Wholesale General Manager. "It reflects our core strategies and strength with our leading brands and vendors like Water-Right."



**Brian Schramm**





## Induwa Germany



*Checking the quality of Crystal-Right media.*



Teaching service call procedures on control valve.

## Aqua Phyto France



*The French are very generous!*



**Claude Mesurez - Aqua Phyto**




*Schooling on Crystal-Right applications.*

## New faces at Water-Right



**Justin Isenhoff**, *Technical Services*



We'd like to introduce you to Justin Isenhoff who began working at Water-Right back in April. He assists with homeowner calls, repairing units, testing water and processing returns. He is originally from Dousman, WI and moved to Texas then to California for a few years as an indoor and outdoor skydiving instructor there. He enjoys riding motorcycles, snowboarding, bowfishing and of course, skydiving. He likes the people he works with, analyzing customer water issues and troubleshooting and fixing units.

NEW RMA FORM NOW AVAILABLE!

**Water-Right introduced a newly designed RMA form.** This update will help streamline the Return Material Authorization process.

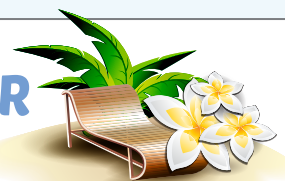
[illegible]

### Key Features of the RMA form update:

- The RMA number field for easy visibility.
- Return evaluation process and shipping details.
- Documentation requirements.
- Multiple line scrollable reason column fields.
- Serial Number Indicator graphic providing location on valve.
- These additional areas on the form will help streamline the process.

*You can find this form in the Dealer Portal at [www.water-right.com](http://www.water-right.com).*

# Gruett GROANER



Our first day at a resort my wife and I decided to hit the beach.

When I went back to our room to get something to drink, one of the hotel maids was making our bed.

I grabbed my cooler and was on my way out when I paused and asked, "Can we drink beer on the beach?"

"Sure," she said, "but I have to finish the rest of the rooms beforehand."



## 2M out in the field: Why is there a huge Caffè Latte in the brine tank?

**This is the situation as it was described:** ASP series 4 years old, worked great up until 6 months ago, using too much salt now but the water is fine, water on basement floor every week or so near floor drain.



2M inspecting brine tank full of mystery substance.

**Service tech found:** Brine tank FULL of water above the float level with iron bacteria slime floating. ASP mechanically working fine, water tested soft and no iron. Noticed the drain line no longer inserted into the wall drain pipe but pushed onto the barb fitting on the overflow of the brine tank.

**Consumer comments:** We had a new hot water heater installed 6 months ago, which is next to the ASP and the plumber said nothing about the softener or any problem with it.

**Conclusion:** The plumber knocked the drain line out of the wall drain pipe during heater and plumbing work and saw the barb fitting matching the tube size on the brine tank, so thought that is where it fit. Backwash water was going into the brine tank, overflowing to the floor drain, using lots of salt, now has wet salt storage from rinse cycle water.

**The home still had treated water!!!!**



### Employee Spotlight

**Matt Neville**  
Valve Builder

Matt Neville has been a Valve Builder for five years at Water-Right. He enjoys the many duties his job has to offer, including the many tasks his job has to offer and how each day is different from the last. He enjoys working with others and enjoys learning about his peers. When he has completed his day, he enjoys spending time with his family, watching, coaching sports and playing video games. He is a Chicago Bears fan, born and raised in Kalamazoo, MI. Matt has been married for 18 years and has a thirteen-year-old daughter.

“For 5 years, Matt has been a reliable and hard working team member. He brings a positive attitude and a willingness to learn and improve. He is a great family man. Matt is what you want in an employee”.

Joel Grimsley  
Valve Builder Team Leader



## Tech Tips

### The all important Injector: “I cannot get the unit to draw!”

by Kirk Guthrie, Technical Services Manager

The injector is a small piece of the water treatment device that plays a huge role in how well the equipment performs in the field. As the water goes past the injector in the draw position, it creates a vacuum that will pull the brine from the tank or pull the air into the “air draw” units.

If the injector is even partially plugged with debris, dirt, or iron, the injector will not create the proper draw. When this happens you will not empty the brine tank quick enough resulting in salty water in the service lines. On air draw units, you will not create a good air charge in the tank resulting in poor water conditions. A plugged injector will cause sporadic customer complaints of poor quality water.

When taking these types of service calls it is imperative that you go to the job site prepared to complete the repair. That means having a selection of replacement injectors in your tool box. Talk with Technical Support we can help you make the proper selection of injectors to have.





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



*Regional Sales Manager, Brad Walsh, sets up the Water-Right booth at the Florida Groundwater Annual Convention in Orlando, Florida back in May.*

## Kurt's CORNER

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

Employee	Years
John Degeneffe . . . . .	29
Bob Jewell . . . . .	23
Mark Selvig . . . . .	20
Sherry Gerbers . . . . .	18
Kirk Guthrie . . . . .	18
Michelle Babbitts . . . . .	10
Nate Fritz . . . . .	8
Mike Speicher . . . . .	8
Kevin Smith . . . . .	7
Richell Hirst . . . . .	6
Mark Russell . . . . .	5
Melanie Jayjack . . . . .	4
Steve Calahan . . . . .	3
Adam Petersen . . . . .	3
Mike Ohlinger . . . . .	1
Gary Bauer . . . . .	1
Allison Griesbach . . . . .	1
Kim Rankinen . . . . .	1
Nicholas Franzke . . . . .	1

## Upcoming Events & Conventions

### August 2018

14	PFAS in Groundwater Workshop: The Professional's Challenge	St. Paul, MN
29-30	The Water Expo	Miami, FL

### September

4	NGWA Protect your Groundwater Day	
25-26	Groundwater and Weather Extremes: Dealing with Floods, Droughts, and Stormwater Management (workshop #358)	San Antonio, TX

### October

2-3	Groundwater and Agriculture: Meeting the Demands While Protecting Resources (workshop #172)	Cedar Rapids, IA
2-4	Filtration International Expo	Philadelphia, PA
9-11	Water-Right School	Appleton, WI
24	World Water-Tech North America Summit	Toronto, Ontario
29-1	Fracture Trace and Lineament Analysis: Application to Groundwater Characterization and Protection	State College, PA