

SPEAKING SOFTLY

water-right.com

NewFACES at Water-Right



SCOTT GAGNON
Technical Services

Scott joined Water-Right as one of our Technical Service representatives back in May. He supports field technicians, plumbers, and the general public with all water treatment questions. He likes speaking with customers to help them identify and correct problems. When not working, he enjoys mountain biking, spending time with family and reading. Scott proudly served in the 82nd Airborne Division of the US Army during Desert Storm. He also has worked for a water treatment equipment OEM for 30 years as a technical services representative and, most recently, operations manager.



ASHLEY HOFFMAN
Receptionist

Ashley joined Water-Right as our receptionist back in May. She handles all of the front desk responsibilities including answering phones, filing and other tasks. She enjoys the great people she works with at Water-Right and likes learning new things. When she is outside the office, she enjoys drawing, hanging out with family and friends, shopping and also redecorating rooms in the house. Ashley was living in Florida working at an animal hospital as a receptionist before she started at Water-Right. She moved back to Wisconsin to be closer to family and friends.

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COMPANY SPOTLIGHT State Of The Business

For those of you who do not get or have not seen the "Gruett Updates emails," this is a quick summary of the first half of the year. (Because of the fast-moving nature of business these days, I must qualify that this was written as of Wednesday, June 21st.)

What a year! With COVID restrictions, much of the year and business was somewhat busy but normal the first three or four months. Fast forward to now, no COVID restrictions and business is simply just insane. As we all know everything seems to be in short supply including water treatment.

Lead times and prices seem to be going nowhere but up! We are currently out about 30 business days in shipping. Please do not blame your distributor, in fact, it is our fault. The root cause is our supply chain. I'm not throwing our vendors under the bus. Nobody could have predicted this type of demand coming off COVID. Business is strong, very strong. It is estimated that our industry is up at least 25% with some of us up considerably over that. Components are hard to secure in a timely manner and shortages have occurred. We realize the stress this puts on all and are doing everything we can to alleviate this problem.

Due to the lead times, our customer service department has been overwhelmed with orders and questions concerning orders. We realize the seriousness of this problem, the lead time situation, and communication of it,

but please be patient with us as we address and work through this.

I know last year the term "new normal" was thrown around, while I don't believe this volume is the new normal, I do believe our products have had an increased awareness amongst consumers and that we need to anticipate higher volumes going forward. What is going to be the new volume is the real question. As business volumes fluctuate, I do believe we will settle into a more normal pattern toward the end of the year. Until then, it is going to be a bumpy road in both delivery and pricing.

We at Water-Right are not taking this lightly and have taken steps to increase production capacity on first and second shifts, with additional customer service personnel to answer questions promptly. We are working with our vendors to ensure additional product in a more efficient manner, helping both of us. We are trying to work with all of you in getting you the orders you need. Rest assured, we are not resting.

Take care, my friends.



Kurt Gruett, Operations Director

SINCE ★ 1963

GLENN GRUETT'S ROAD TO

RETIREMENT

It was with minimal fanfare (due to COVID restrictions) that we said goodbye to my father and his employment with Water-Right. That's right, Glenn retired. As we all know that is virtually impossible, however, he did retire from Payroll.

Words cannot describe the 60 years of dedication to Water-Right and all the customers he has influenced throughout the years. His passion for water, the water business, teaching, and just life in general, has been an inspiration for many of us. His work ethic and integrity bestowed on the company are founding principles that we still follow today.

Although retired from payroll, he still "pops" in, calls regularly, and wants to lead off the next "Water-Right School" when they fire back up.

Congratulations dad on a job well done! ~ Kurt



L to R: Kurt, Glenn, Greg, and Guy Gruett



Glenn and his keys to success





IMPORTANT ANNOUNCEMENT

We would like to thank you for continuing to place orders in writing via email to orders@water-right.com or with our new online order form here: <https://www.water-rightgroup.com/order/> to best serve you. We appreciate your patience while we all navigate through these unprecedented demanding times.



Thank You!

NewFACES at Water-Right

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SARA MENDOZA
Customer Service

Sara joined Water-Right as a Customer Service representative

back in May. Sara's daily tasks include receiving orders and processing those orders into our database. She enjoys the fun atmosphere at Water-Right while learning new things everyday about the water industry. While outside of work, she enjoys spending time with her kids and friends. She also enjoys cooking and reading.

TECH TIPS

Know Your Water 123....

by Chris Steddick, Technical Services Manager

While my time here at Water-Right has been limited, I have had the privilege of working in the water industry for over 17 years.

One of the basic things I always teach my new employees is the importance of testing water. Whether in sales or service, I cannot stress the importance of testing water as part of your appointment and a proper and basic test kit is a good start. At the very minimum, you should be testing for hardness, iron, TDS, and pH levels. As a service tech, this is the first thing you should do before touching a piece of water treatment equipment. "My equipment is not working." How many times have you heard this statement? I always respond with "But

just what isn't working? How do you know it isn't working?" You cannot possibly answer these questions without first testing the water. Here are a couple of things to keep in mind with regards to water testing. Keep your test kit orderly, clean and neat.

Make sure you have everything in one kit, all your chemicals, and test pillows that aren't expired, and your TDS meter has a fresh battery installed.

Water-Right sells a basic Serviceman Test Kit (part# PP-2) or a Deluxe Test Kit (part# HT-1-1A). When testing water, make sure you are doing it from the correct place in the house. Raw water samples should be tested



Deluxe Test Kit

Serviceman's Test Kit



directly from the pressure tank on wells or from a hose bib or faucet that is not treated on municipal water supplies. Treated water samples are typically taken from a bathroom inside the house. Do not

test from the kitchen faucet as it might be bypassed from the treated water.

Also, it is a good idea to test both cold water and hot water when troubleshooting a softener or iron filter. Testing this way can verify if the softener is working or just ran out of soft water. For situations where you just don't know what the problem is or your basic test kit is showing good water, you may want to draw a sample of water and send it in to a lab, like the Clean Water Testing right here in Appleton. We have the ability to test for various metals, nitrates, arsenic, the elements that you cannot test for in the field. Lastly, try not to accept or use old tests or those done from an unfamiliar source. Water characteristics are always changing especially with well water. Always re-test this type of water to ensure you have the most up-to-date results.

If you have any questions about water testing or interpreting the results of your water test, you can always talk to our Technical Services Department at 1-800-777-1426.





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

My friend can't afford
to pay his water bill
anymore, so I sent him
a card, "*Get well soon.*"



UPCOMING EVENTS & CONVENTIONS

JULY 2021

12-16	Texas WQA Annual Convention	San Antonio, TX
28-30	WQA Annual Convention & Exposition	Las Vegas, NV
31- Aug. 2	South Atlantic Jubilee	Las Vegas, NV

AUGUST 2021

23-27	SIWI Virtual World Water Week	Virtual
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SEPTEMBER 2021

7-9	Aquatech Mexico	Mexico City
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ANNIVERSARIES

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

Employee	Years
Camie Schneider	34
John Degeneffe	32
Mark Selvig	23
Nayana Patel	20
James Redinger	19
Mike Hanten	17
Randy Perra	15
Chris Degroot	13
Nate Fritz	11
Kevin Smith	10
Randy Seyler	8
Mark Russell	8
Melanie Jayjack	7
Rick Pennington	6
Darren Becker	6
Carmen Bump	5
Mike Ohlinger	4
Shae Schmidt	3
Patrick Hunter	3
Cory Jacobs	2
Chris Roseberry	2
Lindsay Gannon	2
Garrett Rogers	2
Abby Dremel	1
Stephen Floyd	1