



# Speaking SOFTLY

WINTER EDITION 2020

water-right.com

- P1 Product Spotlight:**  
New IM / IMP Boards  
The NEW O<sub>3</sub>Zone Generator  
New Faces at Water-Right
- P2 Employee Spotlight**  
Tech Tips  
Hot Water Heater Study
- P3 Manganese: The New Villain**  
Online Marketing Aids Catalog
- P4 Upcoming Events & Conventions**  
Kurt's Korner

## New FACES at Water-Right



**Mike Heatwole**  
Territory Sales Manager

Mike Heatwole (MWS) joined Water-Right in October as a Territory Sales Manager for Virginia and West

Virginia after retiring from May Supply with 37 years of service. His position will fall under the current Regional Sales Manager, Brad Walsh, to help focus specifically on our wholesale distributors and contractors in that area. Mike is very active in WQA and is a chair on the Technical Training Task force. From water quality to waste water, his vast experience has enabled him to have a comprehensive understanding of the complexities water movement encompasses throughout plumbing distribution systems. He is looking forward to providing the best in education and business support to Water-Right customers. In his spare time he enjoys woodworking, home maintenance, reading, traveling, spending time with family and walking his dog Shelly.



**Ross Rysewyk**  
Production

Ross joined us on the Production line back in August 2019 as an assembler. He enjoys working on a team,

being active and working to accomplish one goal with his co-workers. In his free time, Ross enjoys training dogs part-time in obedience and agility. Training dogs is his passion and is currently training his own dog to barn hunt by scent training.

## Product Spotlight: Impression and Impression Plus Boards

Introducing our recent feature upgrades!

All new boards feature the following:



**Service Alarms:** All Impression Plus and Impression series units are now equipped with a programmable service alarm. The alarms can be triggered by either number of gallons treated or years in service. The message can be customized or standard to let them know that maintenance on the equipment is needed.



**Contaminant Reduction System Compatibility:** The new Service Alarm capabilities increase the ONE filter lead, cysts, and PFOA/PFOAS certifications\* from 50,000 gallons to 100,000 gallons before replacement. All Impression Plus and Impression Series units paired with a ONE filter can now act as a Performance Indicating Device for the Contaminant Reduction Systems.\*



**Programming Updates:** Dealer Name programming has been made easier to access. Enjoy the benefits of having your company name scrolling on the display of your equipment quicker than ever before. *See Master Programming Guide for new process.*

For updated literature and master programming guides, please visit [www.water-right.com](http://www.water-right.com).



\*Particulate, chlorine, taste and odor, chloramine and peak flow capacities are based on independent laboratory and manufacturer's internal test data. Testing performed under standard laboratory conditions, actual performance may vary. EPA Est #092577-OH-001



## Introducing Our New & Improved Ozone Generator!



The team at Water-Right is excited to unveil our new ozone generator. Our current model is an excellent solution to keep air-injected filters clean on problem water applications. The new model features a wide variety of enhancements such as:



### New O<sub>3</sub>Zone Generator Features

**Proprietary Design • Environmentally Safe Water-Resistance Enhanced Chemical-Free • Smaller Cell • Concealed/Potted Electronics More Robust • Easy Snap-On Mounting Clip**

#### Compact Design

For a cleaner, sleeker look, we have reduced the size of the generator elements and box. The condensed generator tube still provides ample levels of ozone to support the system. One screw secures the new slide-off cover to provide access to the system inside for easy in field service.



#### Quick Installation

Our new snap-on ring design attaches easily to the injector cap on the side of the valve. The housing box can easily slip off the ring to service the generator system. Much like our previous model, the new ozone generator plugs in directly to the valve board as it's power source for a clean and quick "plug-and-play" installation.

Every ozone generator comes with a supplemental manual with complete details on how to install and service this component.





# Employee Spotlight

**Brandon Peters**  
Light Commercial Lead



Brandon has been a light commercial equipment builder for almost 7 years at Water-Right. He also is trained in UPS/FedEx shipping, material handling, valve building and residential line work. He also was the heavy commercial/electrical panel builder at one time. Outside of work, Brandon enjoys snowboarding, snowmobiling, hunting, fishing, softball, fantasy football and retro video games. Something you may not know about Brandon is that he used to play semi-pro football until he had his second ACL reconstructive surgery. Although he was forced to retire from playing, he remained with the team as an assistant coach. While coaching for five seasons, he took them to the league championship game five times, winning two championships. He also has been jumping for the Special Olympics Polar Plunge the last seven years to raise money and awareness for the Special Olympics.



*"As Water Right's lead builder for our CustomCare line, Brandon does a great job. His attention to detail shows in the quality of his work. Brandon is one of those employee's that doesn't require a lot of supervision, bottom line is he gets the job done!"*

**Tom Tegen**  
Production Manager

## Tech Tips

### The story of error codes... ...what are they telling you?

by Kirk Guthrie, Technical Services Manager

CALL FOR SERVICE  
ERROR 101

Error codes on Water-Right equipment have been telling service personnel the status of the valve for a long time. It can tell you if the valve is not operating properly, if the backup battery is depleted, if the MAV is not working properly, if the piston is jammed, or even if the valve has lost track of what position it is in. Error codes on valves are **not** telling you the electronic board is bad. It is helping you track down a mechanical problem inside the valve itself.

As the valve tracks its operations and runs into an issue, it may display an error code. This is to alert the homeowner and the dealer that the unit needs attention. Take note of the numerical error code before you do the soft reset (press and hold "next" and "regen" for 3 seconds). This will direct you to the cause of the problem.

**Below are the most common error codes and what they mean:**

- 1001** There is power going to the motor but the motor is not moving the piston.
- 1002** The motor stalled indicating a jammed piston.
- 1004** The valve cannot find the home position.
- 1006/1007** These are both MAV errors that appear if there is a problem with the MAV.

4002-4008 are errors related to the electronics of the board itself. Your "go to fix" is to replace the backup battery and reset the board.

These are the most common error codes on the boards and they will tell you a lot about what is going on with the valve. Use them to efficiently plan your service call. If you have questions, please give us a call at Technical Service 800-777-1426.

## 2M/Headwater/Western Hydro Dealer Convention

By Jeff O'Callaghan, Regional Sales Manager

On November 14th and 15th, Water-Right participated in the 2M/Headwater/Western Hydro dealer convention in Billings, Montana. Luke Java, Mark Russell and Jeff O'Callaghan performed two schools on problem water treatment and then participated at the exhibition the following day. The event was heavily attended by Headwater dealers as well as many key employees. The classes were full of interested well drillers as well as many players from the various industries serving the Headwater dealer base. It was a great venue to present our patented air injected filters and reveal the new ozone generator. The banquet was a huge success with entertaining speakers and an awards presentation. The substantial growth by this organization is a sign of good things to come by the branches projections of 2020 budgets. The Water-Right team is dedicated to 2M/Headwater's success and will strive to assist their customers to our fullest abilities.



**Tom Harder - Branch Manager, Western Hydro, Colorado Springs**



**Mark Russell and Frank Beaudry, 2M**

# Manganese could be the new Villain

By Jeff O'Callaghan, Regional Sales Manager

In water treatment there is potentially a new villain on the horizon, Manganese. Manganese is an element that exists naturally in soil, aquifers and even in the air. It is also used in the manufacturing of fertilizers, steel and glass. Manganese is present in low levels in over 90% of the public water supplies in the United States. Manganese is also an essential nutrient in your diet; it is in nuts, grains and beans.

## Health Issues Surrounding Manganese in Drinking Water

"There is conclusive evidence that long-term exposure to high concentrations of manganese in drinking water is associated with toxicity to the nervous system. Some of these symptoms include muscle tremor and rigidity, difficulty walking, impaired speech, and reduced motor skills. Also, manganese toxicity can produce neurobehavioral symptoms such as mood changes, short-term memory loss, and slowed reaction time. The elderly are particularly susceptible to manganese toxicity, likely because of normal nervous system decline combined with years of environmental toxin accumulation. Infants and very young children are also particularly susceptible to manganese toxicity for different reasons. Their bodies do not break down manganese as easily as older children and adults, so they absorb more of the element." *Tate and Howard January 2015*

Currently, there is no federal enforceable Maximum Contaminant levels (MCLs) for manganese in drinking water in the United States. Public water systems are not required to test for manganese under the Safe Drinking Water Act (SDWA). However, it is being strongly looked at.

Health Canada is the organization that oversees public water standards up north. They passed a primary contaminant standard for testing and product certification on health-based manganese removal claims. In April of this year, Canada set a primary contaminant level of 0.1 ppm of manganese.

Currently the EPA has Manganese listed as a secondary drinking water contaminant. Secondary levels deal with managing drinking water for aesthetic considerations, such as taste, color, and odor. The EPA has set a SMCL (Secondary Maximum Contaminant level) for manganese of 0.05 mg/L in order to protect against black staining and bitter metallic-tasting water.

If the EPA goes the route of Canada and several eastern states, manganese could potentially cost private well owners and municipal water entities billions of dollars.

Some states are going further. Connecticut has set a Primary Action Level of 0.5 mg/l, whereas Massachusetts has set an even lower regulatory limit of 0.3 mg/l due to concerns over manganese exposure to infants.

The Nebraska Rural Water Association just issued a red alert bulletin on their website ([www.nerwa.org](http://www.nerwa.org)) and expressed concern for "peer regulation," meaning once regulations start in several states it is like a snowball rolling downhill.

Four methods are stated by WQA's research division for reducing this element to regulated levels. Cation-exchange, distillation, filtration and reverse osmosis. If new technologies are later shown to remove manganese, those technologies could be added to the standard.

## Marketing Spotlight:

INTRODUCING OUR **NEW!** WATER-RIGHT MARKETING AIDS ONLINE CATALOG!

**Browse the online selection of pre-designed: Trade show booths, show room signs, standing banners, outdoor banners, literature racks, posters and more!**

You can access this catalog by visiting [water-right.com](http://water-right.com) and logging into the Dealer Portal. Once there, click on Marketing Aids (Online Catalog) under Advertising Support to view.

**Call Customer Service at 800-777-1426 to place order.**





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)



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

## Gruett GROANER



A teenage boy tells his father, "Dad, there's trouble with the car; it has water in the carburetor." The father looks confused and says, "Water in the carburetor, that's ridiculous!"

But the son insists. "I tell you, the car has water in the carburetor."

His father, starting to get a little nervous, says "You don't even know what a carburetor is.... but I will check it out.

Where is the car?"

"It's in the pool."

## Kurt's CORNER

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

### Employee . . . . . Years

GLENN GRUETT. . . . .	57
BRIAN PETERSON . . . . .	18
TOM TEGEN. . . . .	17
RICHARD PETERSON. . . . .	12
TOM VANDEHEI . . . . .	8
BRANDON PETERS. . . . .	7
DAN PETERS . . . . .	7
DONNA PINGEL . . . . .	7
KEVIN OSBORN. . . . .	7
GARRETT LEMONS . . . . .	6
MICHELLE ANDERSON. . . . .	5
STEPHANIE OZMENT. . . . .	5
PATRICIA SCHEVE . . . . .	4
BRANDI MILLER. . . . .	3
DARIUS DENIL . . . . .	2
KYLE SHEPROW. . . . .	2
KATHERINE LEMERE . . . . .	1
JOHN MEYER . . . . .	1
CARLY SKOTZKE . . . . .	1
KENNETH THOMPSON. . . . .	1
CHRISTINE VANSICKLE. . . . .	1

## Upcoming Events & Conventions

### January 2020

28-30 Water-Right School Appleton, WI

### February 2020

20-23 30th Annual Berkeley Springs Intl Water Tasting Berkeley Springs, WV

24-25 NGWA Water, Energy, Policy in a Changing Climate Conf. Albuquerque, NM

26-28 FilXPO™ 2020 Chicago, IL

### March 2020

17-19 Water-Right School Appleton, WI

20-21 Pacific Northwest Ground Water Exposition Portland, OR