WINTER EDITION 2021

SPEAKING SOFTLY

water-right.com

NewFACES at Water-Right

RYAN ADAMS
Territory Sales Representative

Ryan joined Water-Right in late 2020 as a Territory Sales Rep for Alabama, Georgia, and Florida. He brings extensive account management and B2B sales experience, as well as a solid understanding of the water industry during his time with another national water treatment manufacturer. Ryan is based in FL and will focus on supporting and growing the dealer group business throughout his area. Ryan holds a Bachelor of Science from the Florida State University College of Business.

CHRIS STEDDICK
Technical Services

Chris Steddick joined Water-Right in January as a Technical Services representative. He supports field technicians, plumbers, and the general public with all water treatment questions. When not working, he is trap shooting or shooting sporting clays, riding his Harley to both local events and longer trips. He also enjoys spending time with his wife, Tina, and their two children, Austin and Sydney. Whether at home, on fun vacations, or restoring old vintage guns like those used in WWI and WWII.

COMPANY SPOTLIGHT
State Of The Business

I want to take a minute and talk about water treatment, more specifically, talk about the water treatment industry, COVID, and the supply chain.

As you all know, we have had an unprecedented year. COVID is almost a year old at this point and we all feel like it's been 10 years. While travel restrictions still apply, we try to conduct business as normally as we can. Schools and Educational Programs that are so dear to our hearts at Water-Right have temporarily changed, and we continue to reach out in new ways to help educate our customers, keep in contact, or just to shoot the bull like we would in person. We miss you and all of our time spent together in the past, and I promise we look forward to starting up the in-person schooling as soon as possible. Spending this much time with my wife is not good for my marriage, and she continues to ask "When are you going on the road again? Don't you have a school to do?" While there is no definitive date as to when we will start up in-person schools again, (my wife will have to endure), please watch for communications regarding our virtual education sessions that will take place via Zoom.

The business continues to be strong; so strong in fact, that there are many shortages of product affecting our industry. Unfortunately, Water-Right is not immune to this. We are doing our best to secure product and deliver orders in a timely manner. Those of us "old dogs" have never seen anything like this, although we have never been through a pandemic before either. Common everyday items like R.O. Membranes, 10x54 tanks, and even Control Valve production has been affected. There are a lot of stories like this, but rest assured, we are in constant communication with all our major suppliers. I know Clack's sick of seeing our phone numbers come up on their screens. As we continue to work with each of you, we also work with our vendors to keep the process as smooth as possible. These are not easy times, and the water treatment industry as a whole is somewhat a victim of its own success. Throw in a couple of COVID-related shutdowns and that will surely create shortages and delays.

We will continue to put up the good fight because that is who we are. We will get through these times and be much stronger for it. People want good water and our products, especially at a time when "health awareness" has been their focus. They are looking for high-quality products and services from good people. That is all of us, and we will continue to be there for them, always.

Take care, my friends.

Kurt Gruett, Operations Director

Pg 1 State of The Business
New Faces
Pg 2 Production Employee Spotlight
Pg 3 Tech Tips
Virtual School Trainings
Pg 4 Gruett Groaner
Anniversaries
Upcoming Events and Conventions

PRODUCTION EMPLOYEE SPOTLIGHT

Happy Retirement Tom Tegen!

After Tom Tegen served twenty years in the Air Force, he was hired as the shop manager at Water-Right. This was a "working manager" position and most of his day was spent on the production floor. Back in 2003, the production team consisted of six people. What they didn't mention when they hired him was that he would also be in charge of shipping. That was sprung on him the first day shortly before the day's loads needed to be called in. Having no experience with shipping, it was a "learn as you go" situation, and 18 years later, he is still learning.

Tom at age 19 sitting inside of a T-38 Jet Trainer while attending Aircraft Hydraulic Systems Tech School.

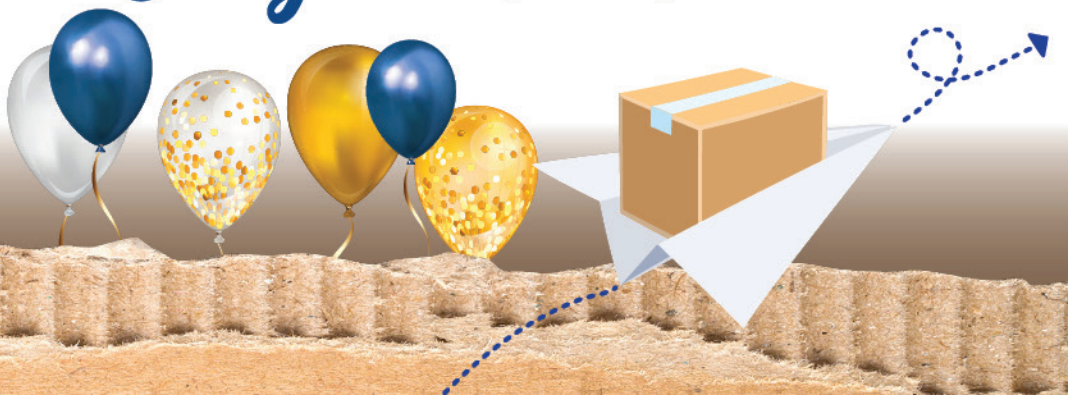
Fast forward to 2021 and over a half-million units later, we are now running two shifts with 26 people on the production team trying to keep up with orders.

Tom's role evolved over the years from building units, loading trucks, fixing equipment, etc. to more desk time dealing with managing issues and running the freight program. Tom has proven to be an invaluable resource to the organization with his vast knowledge of our business, experience, and his passion to make things better.

Tom and his wife, Gina, plan to travel as much they can after he retires in April. They are planning a trip out west in May and he promised her a trip to Italy as soon as the pandemic subsides. Tom plans on working part-time and possibly volunteering at EAA in Oshkosh working on planes. He also plans on bird hunting more and will probably take up fishing. Anything to keep him out of the recliner.

> "We thank Tom for his dedication, leadership to his team, and our organization."
>
> *~ The Water-Right Team*

Congrats Tom!



TECH TIPS

Air Draw Filters and Proper Operation

by Kirk Guthrie, Technical Services Manager

With the popularity of the "air draw" iron and sulfur filters from Water-Right, it is important to keep in mind how they operate and what should be considered when performing a service call. The purpose of the chamber of air in the air draw system is to begin to oxidize the iron or sulfur as it enters the tank. This air chamber is critical for the proper operation of the unit. The media in the tank needs this oxygen to precipitate the iron and sulfur so the newly formed particles can be filtered. As it collects this material with the media, the unit will use water during the backwash cycle to flush away the iron or sulfur particles collected. The system cleans itself without the need for any chemicals or regenerates.

The most common issue that dealers encounter on a unit that has been in the field for a while is either an injector that is plugged up or a stack assembly that is damaged by the oxidized iron. These conditions are caused by the iron that is in the water being converted into precipitated (or ferric) iron. This precipitated iron will collect in the injector assembly, or even in the stack assembly, causing failure in the filter.

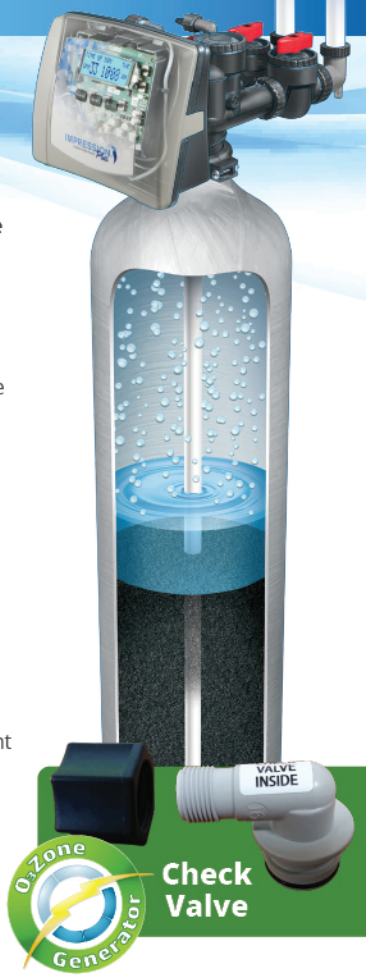
It is important that the filter backwashes regularly so that the media can filter out the iron or sulfur in the water.

These two parts are the most common "service" items on the air draw units but also two of the most critical components in the proper operation of the units.

Be prepared when going on a service call for an air draw filter by having injectors and a stack assembly in your toolbox.

As an additional note on air draw units, when using the Ozone Generator, it is advised to replace the ozone check valve and the injector yearly. The replacement of the injector assures you that you are getting the "draw" needed to bring the ozone into the tank. The replacement of the check valve prevents water from flowing into the ozone generator. This service note is also addressed in the "Ozone Generator Installation Guide".

If you have questions about the operation or maintenance of the "Air draw" filters, you can reach out to Technical Services at 800-777-1426 and we would be happy to assist you.



TRAINING SPOTLIGHT

At our core, Water-Right truly believes that providing educational opportunities to our customers is the backbone of our business. Since we can't get together for our typical winter sessions, we will be hosting our fundamental classes virtually over six weeks of presentations via Zoom.

Watch for our email communications with the session information that will give you the ability to register for free. Each class has two times available on Wednesdays, so be sure to select the one that best fits your schedule. Once you register, you will be emailed instructions on how to join the class via Zoom. If you are not able to attend the sessions live, recordings will be made available to all registered attendees.

Classes Available:

Sign up

February 17	Water Softeners
February 24	Sanitizer™ Conditioners
March 3	Whole-Home Filtration
March 10	Drinking Water Systems
March 17	Servicing A Valve
March 24	Glassy" Demonstration

EMPLOYEE ANNOUNCEMENT

We are pleased to announce that Carmen Bump, who has been a staple member of Technical Support since 2016, has accepted a newly created Product Manager position for Water-Right. Carmen will use his vast experience and understanding of water treatment to manage the development of new exciting products and continue to monitor our current line of products for potential improvements. He now reports to Kurt Gruett to assist in our company-wide initiatives. Carmen's talents are truly suited for this new position and we are sure he will excel in the role.

Congratulations

1900 PROSPECT COURT
APPLETON, WISCONSIN 54914

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

Member of Water Quality Association

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

GRUETT GROANER

A fisherman had two sons, Towards and Away. He told his wife that it was time for his sons to learn to be real fishermen, by going out for the big fish far off shore. A few days later the fisherman came home, wet, battered, and bruised. His sons were not with him. He told his wife,

"My dear, I'm so sad. Our son Towards was pulling in a nice fish when another fish came up and snatched it, gobbling up Towards at the same time!"

"Oh no!" The wife said. "That must have been one huge, terrible fish!"
"Yes!" Said the fisherman. "But you should have seen the one that got Away!"

UPCOMING EVENTS & CONVENTIONS

FEBRUARY 2021
24 NGWA Applied PFAS Forensics: Beyond the Basics (Webinar) 12-1 p.m. ET

MARCH 2021
15-17 IDA Water Reuse and Recycling Conference Rome, Italy

JULY 2021
28-30 WQA Convention and Expo Las Vegas, NV

ANNIVERSARIES

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	58
Max Long	22
Brian Peterson	19
Tom Tegen	18
Richard Peterson	13
Donna Pingel	9
Daniel Peters	9
Kevin Osborn	9
Garrett Lemons	7
Stephanie Ozment	7
Michelle Anderson	6
Patricia Scheve	5
Brandi Miller	5
Kyle Sheprow	3
Darius Denil	3
Carly Skotzke	2
John Meyer	2
Ken Thompson	2
Luis Santiago	1
Mike Manley	1
David Marques	1