



May 3rd, 2022

Hello Water-Right customers,

In our continual effort to increase productivity and order consistency, we are making some changes to standards regarding the fulfillment and shipping of unfilled units for freight/LTL orders. These new standards are:

- By default, all units with media tanks 12" or smaller will ship filled.
- By default, all units with media tanks 13" or larger will ship with media on the side.
- Split tank **RC** units will always ship with resin pre-filled in the bottom chamber and carbon in the top.
- Split tank **RF** units will always ship with resin pre-filled in the bottom chamber with an empty chamber on the top.
- All medias are available for purchase in units as small as a half cubic foot.
- Water-Right customer service will no longer be able to add customized or special requests to your order regarding media fill options.
- If you wish to order a resin softener without media with a media tank of 12" or smaller, a new model number has been created for base Impression units only. These models are denoted with "MT" following the standard model number (see units below).
- Backwash filters and "Air Version" filters (IMPAIR-1054) are still available to purchase unfilled if "No Media/DLFC Size" option is selected for Option 4.

Available Unfilled Softener Units (list prices included)

- IM-844MT.....\$1,457.00
- IM-948MT.....\$1,493.00
- IM-1044MT..... \$1,506.00
- IM-1054MT..... \$1,559.00
- IM-1252MT..... \$1,583.00
- IM-1354MT..... \$1,902.00

Please Note: MT units are only offered as a "standard" build and do not have option codes when ordering. A MT unit ships standard with gravel in media tank with a standard bypass, 1" threaded 90-degree adapters, and the standard brine tank for the ordered unit. All other options must be ordered as separate line items.

By standardizing the media-fill process, we anticipate greater consistency and accuracy of all of our builds which coincides with our efforts to further reduce lead times and provide you with the ability to obtain quality products in a more manageable timeframe.

These new standards will go into effect immediately for new orders. Our production team will begin adhering to these new standards once existing orders are exhausted. With current lead times, this is expected to occur around the week of 6/20.

For questions regarding the impact of these new standards, please contact your regional sales manager or Customer Service by calling 800-777-1426.

Thank you,



Mike Hanten,
Director of Operations

Water-RightGroup.com

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