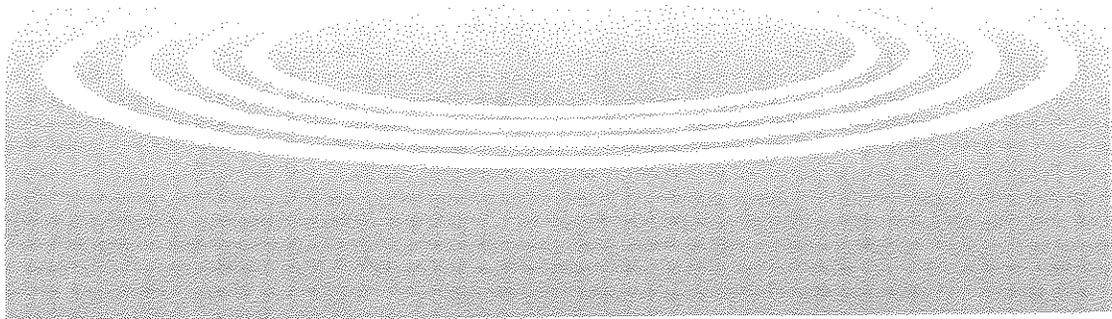


SERVICE
DEIONIZATION

Manual

T O T A L



W A T E R
TREATMENT SYSTEMS, INC.

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CUSTOMER CONTACT UPDATE FORM

Please complete this form and return to TOTAL WATER TREATMENT SYSTEMS service whenever it is necessary to update personnel contact information for your account

Date: _____ Account Number: _____

Customer:

The person to use as a "primary contact" should be:

Primary Contact: _____

Phone: _____

The person to use as a "secondary contact" should be:

Secondary Contact: _____

Phone: _____

The person to contact for purchase order inquiries should be:

Purchasing Contact: _____

Phone: _____

Please mail or fax this form to:

Clara Fogg, Customer Service Administrator
TOTAL WATER TREATMENT SYSTEMS, INC.
5002 World Dairy Drive
Madison, Wisconsin 53718
(608) 221-2236
(608) 221-7328 (fax)

SERVICE INFORMATION

Our aim is to give you the absolute best service.

To minimize your time on the phone when calling for service, please have your account number ready. This is helpful but not necessary.

Phone in orders should be placed before 2:00 PM to insure next day service. Local service calls will normally be serviced before the end of the following business day (usually within 24 hours). Non-local service calls will normally be serviced within 48 hours. Our goal is to provide scheduled service before call-ins are necessary.

Due to routing, emergencies, and other pre-arranged commitments, next day AM service may not always be possible. While we promise to do our best to honor your request for specific arrival times during the day, this is not always possible.

To accommodate customers critical needs, same day evening, late night, or weekend emergency service is available upon request. A modest rate will be assessed for emergency service when we must schedule overtime to accommodate your request.

YOU CAN HELP US TO DELIVER OPTIMUM SYSTEM PERFORMANCE.

- ⌘ **SUPPLY SYSTEM WITH POTABLE WATER ONLY**
To maintain our high quality standards, TOTAL WATER TREATMENT SYSTEMS Service Exchange Deionization systems must be fed potable water only. No recirculated process streams or other non-potable sources may be used. Soft water will significantly reduce life of a deionization system.
- ⌘ **CHECK THE QUALITY LIGHTS AND/OR THE QUALITY MONITOR DAILY**
Deionized water may degrade or give false readings of low quality after extended periods of low or no flow. If the system is not being used daily, flush the tanks daily for a minimum of five (5) minutes to remove standing water.
- ⌘ **MAINTAIN PROPER FILTER REPLACEMENT INTERVALS**
Replace filters according to the design replacement schedule. This precludes low discharge flow or pressure, excessive particulate leakage, or deterioration of the filter element.
- ⌘ **MAINTAIN TEMPERATURE OF THE FEED WATER BELOW 95° FAHRENHEIT**
Reduced quality deionized water, damage to tanks, connector and/or resin may result from high feed water temperatures.

SERVICE EXCHANGE DEIONIZATION . . . Important Numbers

Your **ACCOUNT NUMBER** is: _____

For **TANK EXCHANGE SERVICE**

Please call our Industrial Service Coordinator

-Clara Fogg

(800) 929-2236

(608) 221-2236

For **ACCOUNT ASSISTANCE**

Please call our Customer Service Administrator

-Clara Fogg

(800) 929-2236

(608) 221-2236

For **ADDITIONAL INFORMATION**

Please call your Sales Representative

-

(800) 929-2236

(608) 221-2236

Thank you for this opportunity to serve your deionized water needs.

TOTAL WATER TREATMENT SYSTEMS, INC.
5002 World Dairy Drive
Madison, Wisconsin 53718

NOTE: A copy of your system design is available in our files.