
From: AQUATHIN TECH SUPPORT [mailto:techsupport@aquathin.com]

Sent: Wednesday, July 30, 2008 2:43 PM

Subject: SYSTEM SERVICING BULLETIN: POST INSTALLATION KITCHEN REMODEL PREVENTIVE MAINTENANCE

Importance: High

Dear Aquathin Dealer OnLine;

RE: POST INSTALLATION SCENARIO -- KITCHEN REMODEL PREVENTIVE MAINTENANCE

Aquathin Dealer "System Service Bulletins" are a very rare occurrence predominately because of the excellence of Aquathin University, thorough Aquathin Product Manuals, the Aquathin Animated Manuals...and your excellent training of your Tech Team and their keen desire to make every installation "Aquathin Perfect". This System Service Bulletin concerns a potential post installation scenario.

Recently we learned about a Customer, who has enjoyed their Aqualite for over five years, discovering the Aqualite's tubing leaking in-line on the "To Feed" tubing line. The Aquathin Dealer noticed the tubing was full of nicks, dings and dents due to the Customer's under counter rolling baskets which caused abrasions. Over 28 Years Pure Excellence, many Aquathin Customers, including Debbie and me, have remodeled their kitchens...and many new kitchens have new features like Lazy Susan turntables, roll out shelves-drawers-bins-baskets. I respectfully recommend your Tech Team review the following and integrate into your Annual Service Protocol:

1. Your Customer may simply be unaware that their Authorized Aquathin Dealer should be the one to remove the Subsink system prior to remodeling and they allow the kitchen rehab crew to remove the unit. The kitchen rehab crew may not be as meticulous as your Tech Team when replacing the Subsink unit resulting in tubing now in direct paths of the new roll out features. During future scheduled maintenance calls, Aquathin Dealer Technicians should be aware to inspect for this scenario and replace nicked tubings and correct lengths to avoid damage.
2. The kitchen rehab crew might re-install the Subsink system with inferior non Aquathin recommended tubing (i.e. clear tube subject to UV splitting or no brand tube subject to burst). Refer to page 44 in the Planner -- only John Guest or Parker Hannifin tubing is allowed. Keep an eye out for inferior tubing and replace.
3. After each new installation, the Aquathin Dealer Tech should advise your Customer that in the event they decide to remodel, to call your office to schedule system removal and again later for re-installation to assure proper installation and startup.

I LOVE MY AQUATHIN ! AND REMEMBER, THE NEXT BEST THING TO OWNING AN AQUATHIN

IS RECOMMENDING ONE TO A FRIEND !!

Let me know what you AquathinK !

Warmest regards to all...as well, your comments are always welcome and very much appreciated.

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28 Years Pure Excellence

...and another Quarter Century re-inventing the water industry !

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"Alfie"

Alfred J. Lipshultz, President

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