



Water Learning, Application, Installation, and Service Training

Presented by:

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Brought to you by:



and



Author Note:

This training is exclusively for Pargreen Equipment Contractors and their employees.

Mission

Pargreen Water technologies provides ongoing training to our loyal core contractor dealers. In these pages, you’ll be able to view our menu of training options. As a Pargreen core contractor, you are entitled to all the training outlined here. Your customer support manager will go through the training with you and determine what training you wish to receive first – and the time available to dedicate to training in a single event.

At Pargreen Water Technologies, we are committed to offering our developed training to our core contractor(s). In addition, we will customize training to suit your individual needs. Whether you wish to receive a single class, or wish to schedule multiple trainings, we are here to accommodate your needs.

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Water Learning, Application, Installation, and Service Training

Each class has a different topic and is suited for managers, technicians, and sales personnel. Some classes are weighted to a specific topic – be it general product knowledge, detailed application science, service and installation, and sales communications. The course description will state the primary key audience and time allotment needed for the training. We will gladly focus on a specific part of a training if you feel it will benefit your team.

Class #1 - Installation and Start-up

This course reviews proper installation for a water softener, iron filter, drinking filter, and whole house carbon system. It is 75% technician focused.

Learning

There is more to installing water conditioning systems than just hooking up the inlet and outlet lines. In this course, we will review the idiosyncrasies of each system and discuss what special considerations the installer should know as a relates to each type of device. This will include system placement, multi-system configuration and start-up requirements.

Outcome - By the end of this class, the technician, salesperson, and manager will understand the special requirements for the installation and startup of these systems. In addition, all parties will better plan for the scope and scale of the water treatment project.

Q&A - We will ask each attendee to write down a specific question(s). We will use these questions during the training to focus on what the group hopes to learn. At the end of the class there will be open Q&A in addition we will stay onsite to answer individual questions from attendees.

Time Requirement. This class is normally 45 minutes but can run long if the group has lots of questions or we need to go in-depth on a particular topic. This is “your” training. You decide what your group needs from this training, and we will accommodate.

Class #2 – The Water Softener

This course describes what a water softener actually does and where it is used. In addition, they will look at the differences between high efficiency upflow and standard downflow systems. This course is for all audiences.

Learning -

At the end of this class, there will be no mystery as to what a water softener is and what it does. The course will also spend time describing how water softeners are sized in relation to water hardness, iron, number of people, flow rate, and efficiency.

Outcome - By the end of this class, the technician, salesperson, and manager will understand basic water softener sizing and be able to explain upflow and downflow regeneration. In addition, all parties will better plan for the scope and scale of each water softener project – whether the project simply calls for just a water softener or will the water softener be part of a multi-systems installation.

Q&A - We will ask each attendee to write down a specific question(s). We will use these questions during the training to focus on what the group hopes to learn. At the end of the class there will be open Q&A in addition we will stay onsite to answer individual questions from attendees.

Time Requirement. This class runs 30 Minutes. If the group has lots of questions or we need to go in-depth on a particular topic, we are happy to spend whatever time is needed. This is “your” training. You decide what your group needs from this training, and we will accommodate.

Class #3 – The Iron Filter

The Iron Filter class focuses on iron filtration with an added discussion concerning manganese and sulfur gas. It will discuss which iron filter to use based on the installation sites water chemistry and the organics in the water. We will cover backwash rates and service flow rates for each of the filter types. Note: It is critical that the sales and management teams have a clear understanding of iron filtration. We recommend that management consider a special class on this topic for people having the primary focus of sizing and selling these systems. This course is for all audiences.

Learning -

The attendee will have a better understanding of the different types of iron found in water and what filter system to use for which iron type. The training will include flow rate requirements for backwashing each type of filter and review how a technician/salesperson determines the true gpm flow available at an installation site. In addition, this training explains the capability of iron filters to reduce manganese and H₂S.

Outcome - By the end of this class, the technician, salesperson, and manager will understand what iron filter to use based on the installation site's water quality and available water flow. In addition, all parties will better plan for the scope and scale of each filter installation and where the filter fits as part of a multi-systems installation.

Q&A - We will ask each attendee to write down a specific question(s). We will use these questions during the training to focus on what the group hopes to learn. At the end of the class there will be open Q&A in addition we will stay onsite to answer individual questions from attendees.

Time Requirement. This class runs 45 minutes but covers more complex detail than other classes. If you wish to get into greater detail, allow at least an hour – especially for the persons communicating sizing and application to customers.

Class #4 – Programming Controls

In programming controls, we cover both the Evergreen and AspenPro system controllers. This course includes how to access and change all the settings available with each system. In addition, it describes what settings do - and what they mean for the functioning of the system. It is 75% technician focused.

Learning -

At the end of this class, the attendee will be able to access and make changes to the EverGreen and AspenPro systems. They will know where to find the default settings for the Pargreen system and be able to double-check the settings. This knowledge will also improve the technician's skill in troubleshooting Pargreen systems by understanding how to access the diagnostic data and what they mean.

Outcome - By the end of this class, the technician, salesperson, and manager will understand the system controls and how to access the control settings. Part of the training will show everyone where this information is in the resource portion of the <https://pargreenwater.com/manuals/> website. By the end of this course the learners will know where to locate diagnostic data and how this data can assist in troubleshooting a system. The attendees will also learn what NOT to change in the system program controls.

Q&A - We will ask each attendee to write down a specific question(s). We will use these questions during the training to focus on what the group hopes to learn. At the end of the class there will be open Q&A in addition we will stay onsite to answer individual questions from attendees.

Time Requirement. This class runs 45-60 minutes. If the group has lots of questions or we need to go in-depth on a particular topic, we are happy to spend whatever time is needed. This is "your" training. You decide what your group needs from this training, and we will accommodate.

Class #5 – Understanding Backwash & Service Flow Rates

How fast water is running to the drain, to the brine tank, and into the home/business are critical values for the proper operation of water treatment systems. This class offers detailed explanations of backwash flow rates, brine refill flow rates, and service flow rates as they apply to the different Pargreen systems. A portion of the class covers which drain line flow control (DLFC) and which brine line flow control (BLFC) belong with the various systems – and provides a color chart identifying the sizes related to the DLFC and BLFC colors. In addition, the class covers “how and where to test a well for available flow.” This class is designed for the installer/technician – but persons sizing and recommending systems MUST know available flow rates prior to finalizing a recommendation.

Learning -

At the end of this class, the learners will understand why and what system flow rates mean – and their importance. The attendees will be able to identify DLFC and BLFC buttons and change them (if necessary) in the EverGreen and ApsenPro systems. They will know where to find the default DLFC & BLFC are for the Pargreen systems and be able to double-check the settings.

Outcome - By the end of this class, the technician, salesperson, and manager will understand the system flow rates and how to identify the DLFC & BLFC sizes by their color. The training shows everyone where this information is in the resource portion of the <https://pargreenwater.com/manuals/> website. This training is intended to familiarize learners with flow rates and help avoid both misapplication and improper system sizing. One caveat to this training is an understanding of waste drain needs at the installation site to avoid drain overflow issues.

Q&A - We will ask each attendee to write down a specific question(s). We will use these questions during the training to focus on what the group hopes to learn. At the end of the class there will be open Q&A in addition we will stay onsite to answer individual questions from attendees.

Time Requirement. This class runs 60 minutes plus. If the group has lots of questions or we need to go in-depth on a particular topic, we are happy to spend whatever time is needed. This is “your” training. You decide what your group needs from this training, and we will accommodate.

Class #6 – Service Calls & Troubleshooting

While service issues are a broad topic, 80-90% of issues related to water condition systems are common and identifiable based on simple diagnostic. This course will cover the system troubleshooting guides in greater detail and share our field experience with the class to help them identify these common service issues and make repairs. The training gets into greater detail about system operation and explains a regeneration sequence – and what each cycle does. It is 100% technician focused.

Learning -

At the end of this class, the attendee will understand how to interpret the information provided in the troubleshooting guide and how to do a diagnostic check on water softeners and iron filters. The technicians will know how to cycle a system through the different cycles of regeneration and know what to expect from each cycle. Technicians learn to diagnose system issues and make repairs.

Outcome - The training shows everyone where the troubleshooting information is in the resource portion of the <https://pargreenwater.com/manuals/> website. By the end of this course the learners will know where to locate diagnostic data, run service test cycles, and how these findings assist in troubleshooting and servicing a system. This knowledge will improve the technician’s skill in servicing Pargreen systems in a single call and in less time.

Q&A - We will ask each attendee to write down a specific question(s). We will use these questions during the training to focus on what the group hopes to learn. At the end of the class there will be open Q&A in addition we will stay onsite to answer individual questions from attendees.

Time Requirement. This class runs 60 to 90 minutes. If the group has lots of questions or we need to go in-depth on a particular topic, we are happy to spend whatever time is needed. This is “your” training. You decide what your group needs from this training, and we will accommodate.

Class #7 – Selling Water Treatment

Pargreen’s philosophy on selling systems is “Needs-based.” By this, we mean that a customer’s needs for water improvement are our only focus when presenting system options. The selling is simply explaining our findings from their water chemistry, flow rate analysis, outcome expectations, and desired efficiencies. We NEVER teach pressure sales tactics, but instead explain how a focused approach, based on sound science and customer needs, wins jobs. It is 90% sales and management focused – but can be helpful to technicians who also sell services.

Learning -

At the end of this discussion, the attendee know how to complete a needs analysis, and explain to customers the finding. Your company representative will effectively communicate detailed analysis of the customer’s water test findings, treatment needs, and explain the systems that do the work.

Outcome – To gain business, your representative(s) who works with your customers must be viewed as “trusted advisors” and not simply a salesperson. From this training, attendees will better understand how to communicate detailed water-related information to laypeople (customers.) Your representative(s) will gain confidence in communicating with potential customers and discover that they are not “closing” a water sale, instead they are simply acknowledging an agreement to a course of action that makes the customer’s life better and fits their true “needs.” Getting to “YES” in this approach clearly communicates expectations and a long-term relationship with the customer.

Q&A - We will ask each attendee to write down a specific question(s). We will use these questions during the training to focus on what the group hopes to learn. At the end of the class there will be open Q&A in addition we will stay onsite to answer individual questions from attendees.

Time Requirement. This class runs 60-90 minutes. If the group has lots of questions or we need to go in-depth on a particular topic, we are happy to spend whatever time is needed. This is “your” training. You decide what your group needs from this training, and we will accommodate.

Class #8 – Advanced Application and Sizing

Whether it is the project manager or salesperson, or both, someone within your organization needs to possess a general understanding of system sizing and proper application of water treatment systems. While one of the primary services Pargreen offers to our core customers is system sizing and application, communication on project details improves when both sides are knowledgeable about the topics. It is 80% management/sales focused.

Learning -

Water treatment has its own vernacular. The learners review a definition of terms, so everyone is talking the same language when discussing applications and sizing systems. From sizing charts and an interactive spreadsheet attendees have a mechanism for sizing equipment based on line size and fixture count. In addition, the class provides learners a reference for applying technologies based on water test results and customer needs. The attendees will learn basics about applications to help the organization understand the recommendation offered by Pargreen system specials and allow our representatives to size and apply proper system technologies on straight-forward applications.

Outcome - By taking this class, everyone involved in water-improvement projects will better communicate on project scope and scale. Better communication between the people making

recommendation, planning the installation, and technician on the site doing the installation and startup increase job efficiency, reduce call backs, and improve job margins.

Q&A - We will ask each attendee to write down a specific question(s). We will use these questions during the training to focus on what the group hopes to learn. At the end of the class there will be open Q&A in addition we will stay onsite to answer individual questions from attendees.

Time Requirement. This class runs 45-60 Minutes. If the group has lots of questions or we need to go in-depth on a particular topic, we are happy to spend whatever time is needed. This is “your” training. You decide what your group needs from this training, and we will accommodate.

Class #9 – Water Chemistry and Water Contaminants

This is an advanced class for anyone interested in learning about the water chemistry we use every day for applying technologies. A recommended prerequisite for anyone attending this class is a basic understanding of chemistry. While it is not necessary to have a background in chemistry, attendees should be ready to discuss advanced topics related to the constituents found in water.

Learning -

Subjects in this class focus water hardness, types of iron, types of manganese, hydrogen sulfide gas, organics, and a discussion of level one contaminants found in water. From this class, people attending will learn how gases and metals, found in water, react in different oxidative states. The learner will gain a better understanding of calcium scaling, its effects on water systems, and what levels of removal are warranted for specific applications. Attendees will learn to identify potential problems identified on a water analysis and what is required, from a chemistry standpoint, to combat them. Bacteria and organics cause major issues with the functionality of water treatment equipment. The training teaches what happens to water chemistry when bacteria and organics are involved.

Outcome – This in-depth discussion of water chemistry will improve one’s general understanding of the physical mechanisms involved in the systems Pargreen offers as solutions for water improvement projects. By the end of this course the learners will know about oxidation, complexing organics, valence, and maximum contaminant levels (MCL) of water-borne substances.

Q&A - We will ask each attendee to write down a specific question(s). We will use these questions during the training to focus on what the group hopes to learn. At the end of the class there will be open Q&A in addition we will stay onsite to answer individual questions from attendees.

Time Requirement. This class runs 60 Minutes. If the group has lots of questions or we need to go in-depth on a particular topic, we are happy to spend whatever time is needed. This is “your” training. You decide what your group needs from this training, and we will accommodate.

Class #10 – Water Math

Applying water treatment has its own set of mathematical equations. Understanding how to calculate square feet in cubic feet in relation to water treatment systems is absolutely necessary in the discussion of system sizing. Calculating bed volumes and throughput factors into sizing and application of every water treatment system. Performing these water math equations and knowing what and where to apply the results is very helpful as your company progresses in water treatment and looks to compete for larger projects.

Learning -

At the end of this class, the attendee(s) will know how to do water math and when to use the mathematic results. From this learning, one learns how to calculate tank volumes and surface area square feet. The training works with charts, graphs, and spreadsheets as helpful tools as an option to physical equation solving. The learner will discover that knowing the math involved in water

applications takes the mystery out of sizing, applying, and servicing water projects. This math knowledge is helpful in all aspects of plumbing and mechanical disciplines.

Outcome – Learning how to do the calculations from simplified equations will help anyone attending this class to be better at all aspect of mechanical and hydraulic applications. Math is power and attendees will possess a new level of mathematic understanding through learning about water math.

Q&A - We will ask each attendee to write down a specific question(s). We will use these questions during the training to focus on what the group hopes to learn. At the end of the class there will be open Q&A in addition we will stay onsite to answer individual questions from attendees.

Time Requirement. This class runs 30-40 minutes. If the group has lots of questions or we need to go in-depth on a particular topic, we are happy to spend whatever time is needed. This is “your” training. You decide what your group needs from this training, and we will accommodate.

Class #10 – The Water Market

This class is for owners and managers to help them understand this niche water market. There are several factors at play in this sector that make it unique. Having greater insight of the water market will allow you to better position yourself to capitalize on the opportunities. We will take both a 30,000-foot view of the water business and a ground level look at how this business works. Water Treatment can be a valuable addition to a plumbing contractor. The better one understands the business, the better the results in growing this piece of business.

Learning -

We will review current State-of-the-industry numbers and discuss the water market as it applies to your region. Owners and managers will learn how competitors go to market and how plumbing contractors have a advantage over water franchises and specialty shops. From the information presented, the

learner can begin to draft a plan and a strategy for launching or improving the organization's water treatment revenues.

Outcome – Owners and managers will have an in-depth understanding of the water market presented by a 42-year water business professional. A professional with extensive experience with equipment manufacturing, franchise shops, independent specialty retailers, water business corporate structure, and family-owned system providers. As a principal in your business, you can take the knowledge learned in this class and decide how it fits in your business structure. What do you need to be successful – is it training for your people, marketing collateral, product offerings, etc. It's your business and we are here to help you – while we, of course, grow our business...

Presenters:

Matthew Wirth – General Manager, Water Division

Matthew Wirth is the General Manager of the Water Division at Pargreen Sales Engineering Corp. Matt is a 41-year professional of the water industry and an active trainer for the dealer network and several professional organizations. He has extensive experience in commercial & industrial water treatment and point-of-entry and point-of-use residential problem water applications. Wirth's experience includes work with hundreds of water dealers throughout the North America. His career includes positions within water OEM manufacturing, distribution, industrial system sales and service, and supporting both independent and franchise residential retail. Matt is a graduate of Concordia University in St. Paul, MN with a BA in Organizational Management and Communications. He received his engineering training at the South Dakota School of Mines and Technology in Rapid City, SD. You can reach Matt at mwirth@pargreen.com or on his cell at (630) 433-7760

Mark H. Green – Dealer Development Manager, Water Division

Mark Green is the Dealer Development Manager at Pargreen Water Technologies. He is a 37-year employee at Pargreen Process Technologies with extensive knowledge in Industrial & Process filtration across many industries. Mark's experience includes warehouse management, customer service, purchasing, and sales in a multi-state territory for the Ink, Process and Water Divisions of Pargreen. His focus for the past 8 years is Growing the Water Division through training and supporting of the Dealer Network. Mark prides himself on superior service to his customers. You can reach Mark at mark.green@pargreen.com or on his cell at (630) 669-4219