

WASSERFIBEL

WERT DES WASSERS



"Water comes out of the tap and electricity comes out of the socket" ...

... a "pious" wish and so practical.

But "pious" and practical wishes rarely come true. You, dear reader, know this, and since you work with water every day, you also know that the opposite is true: water costs money. In times of reduced financial resources, economic action is the order of the day. Costs and expenses must be brought under control quickly and efficiently. "Knowledge is power, and ignorance is bliss" no longer applies if you want to master the challenges. With our idea of a water primer, we want to share with you our knowledge and expertise gained from fifteen years of experience in the water market. For the catering, hotel, hospital, residential care, and industrial sectors, you will receive a few tips and lots of useful information to help you on your way to success. Standards for quality, hygiene, and cost-effectiveness developed and tested over many years by the ACCOR Hotels group are the icing on the cake in terms of direct contact, networking, and cooperation. For this and the next issue, we welcome your questions, which we will be happy to answer and also include as examples in the following issue.

Karl Klütsch



Karl Klütsch

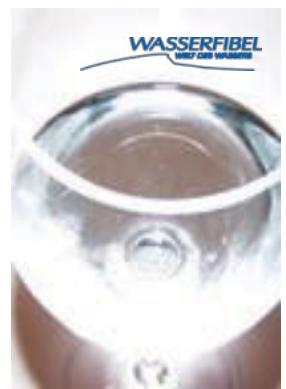
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WASSERFIBEL
WELT DES WASSERS

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06 ACCOR Germany

"Water primer – from (professional) isolated solutions to the networking of all information, bundled in one medium. Let's break new ground!"

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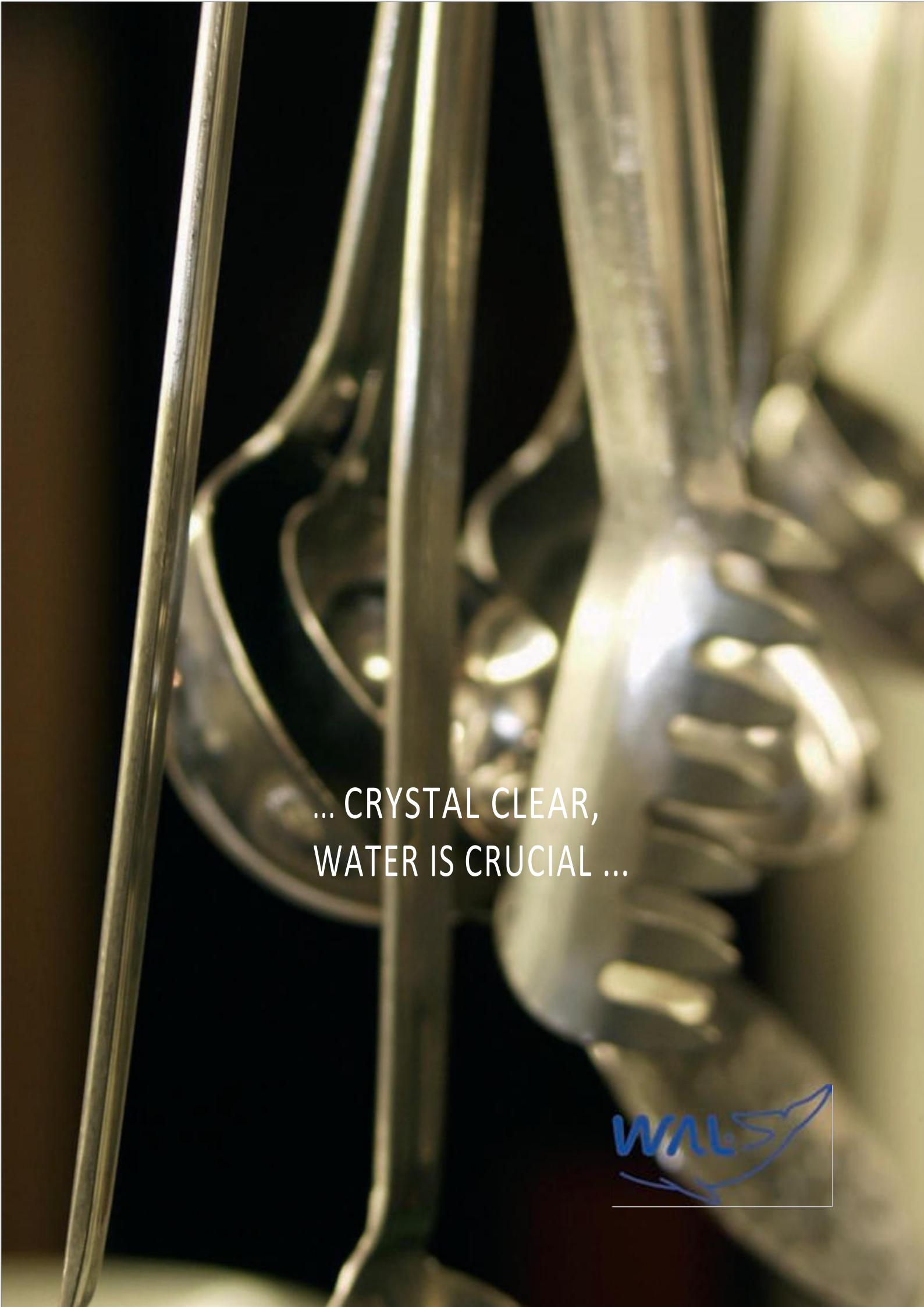
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... CRYSTAL CLEAR,
WATER IS CRUCIAL ...



WHY WASSERFIBEL?

Seven years ago, we launched central purchasing for Accor in Germany. ***This was something completely new at the time.***

The task was clear: find out where the group spends its money, on whom and on what; use these findings to reduce costs, optimize processes, and improve quality. In this process, you quickly end up in key areas such as capital goods—for kitchens, building services, etc.—and consumables for the day-to-day running of the hotels. You start to look at

the relevant markets and try to understand how everything interacts. You quickly realize that the "market" is made up of islands with no connections between them. There is dishwashing technology, cooking and baking technology, refrigeration technology, dispensing technology, coffee machines, and, as a second major block, all building services, which will not be discussed in detail here. Every planner, every supplier/dealer or manufacturer is an absolute professional in their respective segment. And now are

We are already on the subject and philosophy of this primer. You only find (professional) islands! There are no cross-connections or networks—even though all the areas addressed have a single goal in mind: The



Providing the hotel and restaurant industry with the advertised products, opportunities, and tools they need to ensure their customers and guests have a pleasant hotel or restaurant experience. Ultimately, it is about an "end result" that can only be achieved through the interaction of all the islands. Everyone, hoteliers, restaurateurs, and the supply industry, has the same goal: ***to satisfy guests and customers and thus earn money.*** If you take a look behind the scenes, you will see that this process/business only works if water is available: In the kitchen, no dishwasher, no coffee machine, no ice cube maker, no steam cooker (combi steamer), and no food preparation can function without water. And despite its function as an operational link, the medium of water is extremely neglected in all the glossy brochures and offers



If you're lucky, there will be a brief note stating that certain cartridges must be purchased with the appliance, otherwise warranty claims may be void. No one really explains why these things are needed—it simply says, "to prevent the appliances from calcifying." If you consider all the "dishwasher islands," "cooker islands,"

"coffee islands," "ice islands," etc., you can estimate how much you will have to spend on additional appliances and how much clutter you will have lying around...

These components should really just work together seamlessly, especially since they are all supplied with water, namely city water, which then runs through these cartridges. Anyone can easily calculate the operating costs for the large number of individual (cartridge) islands themselves, provided that the required replacement cycles are adhered to. At the end of the year, many people will be surprised to find that the cost of cartridges is comparable to the price of a small car, and that the year for year. In addition come

doing their best to explain to the hotelier/restaurateur again and again that the device they sell only works if you follow their instructions... ***And somehow everyone says something different.*** That's also a kind of "customer loyalty."



The fact is that customers are usually completely overwhelmed by the multitude of different appliances/water consumers and the best basic requirements for each of them. After all, their core business is to offer guests perfect results (spotless and hygienically impeccable cutlery and crockery, excellent food, etc.).

And this core business must be run successfully and in a future-proof manner for the benefit of all parties involved (guests, hotel, suppliers). In view of its considerable potential, the topic of "water"

is ideal for putting such considerations into practice.

And so I would like to come full circle to the beginning of this article: ***There has never been anything like this before.*** The task that everyone involved in the process should take away from the water primer is to learn to think and work in a much more networked way. In order to achieve long-term and sustainable (economic) success "Island thinking" must be consigned to history. My vision is that the time is now ripe for everyone to recognize that

"same boat." Because if guests are not satisfied with the (price) performance of the hotel/restaurant they visit, they don't care whether the dishwasher or another island is responsible. They simply don't come back – and so everyone has lost a customer.

The Water Guide is therefore intended as an information portal on the subject of water. In addition to providing interested readers (directors, technicians, purchasers, suppliers, and planners) with comprehensible background knowledge, it also aims to show them "undiluted" solutions for improving cooperation between all partners involved.

Let's break new ground!

Christoph Wohllaib

WASSERFIBEL
WELT DES WASSERS

then just as many suppliers/maintenance companies without mutual coordination in the house/kitchen, each

WATER QUALITY ACCOR STANDARD



Subject: Water quality at ACCOR hotels

Water quality required by consumers	
Rack-type dishwashers	<p>Filling with (blended) soft water, cold, 0-3°dH (via water softener)</p> <p>Rinsing with (blended) osmosis water, cold, 0°dH, blended to a conductivity of 15-80µS/cm</p>
Universal/pot dishwasher	<p>As pot dishwasher (blended) soft water, cold, 0-3°dH (via water softener)</p> <p>As cutlery dishwasher (blended) osmosis water, cold, 0°dH, blended to a conductivity of 15-80µS/cm</p>
Glass dishwashers	(blended) osmosis water, cold, 0°dH, blended to a conductivity of 15-80µS/cm
Hot air steamers, ice cube makers	<p>Aquamix blended water, see coffee machine, with conductivity up to 250µS/cm salt content or 3-4° carbonate hardness</p> <p>alternatively -> (blended) soft water, cold, 0-3°dH (via water softener)</p>
Variocooker, bain-marie, cooking kettle	(blended) soft water, cold, 0-3°dH (via water softener)
Coffee machines	<p>Aquamix blended water -> Osmosis water blended with soft water (blended to 250 µS/cm salinity or carbonate hardness of 3-4°)</p> <p>AQUAMIX CAN ONLY BE USED IN CONJUNCTION WITH CENTRAL REVERSE OSMOSIS!</p>

As of July 2004

Soft water, cold, blended to 0-3°dH if necessary:

Softened to a hardness of less than 0.5°dH using a softening system and then blended to a residual hardness of 0 to 3°dH, depending on requirements

(Reverse) osmosis water, cold, blended to a residual conductivity of 15-80µS/cm:

Desalinated using a reverse osmosis system and blended with soft water to a conductivity of 15-80µS/cm

Aquamix blended water:

Desalinated using a reverse osmosis system and then blended in the Aquamix system, usually with soft water (alternatively with hard water), to a conductivity of up to 250µS/cm or a carbonate hardness of 3-4°KH

DID YOU KNOW?

WHAT HAPPENS IF WATER WITH TOO HIGH A HARDNESS IS USED?

Higher hardness levels lead to deposits in the machine and on the items being washed, reducing efficiency due to increased use of detergent and descaling agents.

WHAT CAN BE DONE ABOUT WATER HARDNESS?

Detergents contain ingredients that prevent the precipitation of hardness minerals. For economic reasons, separate softening should be carried out for water hardness levels above 3°dH.

In addition, years of experience have shown that, in cases of special requirements, even desalination of the water is necessary.

HOW IS DESALINATION PERFORMED?

Since water softening cannot prevent the total salt content in the water, it is essential to carry out full or partial desalination of the water, e.g. using a so-called mixed bed exchanger or partial desalination cartridges, in order to achieve optimum rinsing results when the salt content is too high. Here, all cations and anions are removed from the water.

The best method of desalinating water is reverse osmosis, in which water is purified by passing it through a membrane.

REVERSE OSMOSIS

In the early 1950s, researcher Sourirajan at the University of California discovered a new process for desalinating seawater: reverse osmosis. The technology was so promising that the US government, together with a number of major companies, set up an extensive program to research this process in more detail. After eight years of development, the most modern and efficient water treatment technology of our time was created.

For a long time, reverse osmosis was only used in industrial applications, e.g., in the food industry, glass and metal manufacturing, the production of computer circuit boards, pharmaceuticals, etc.,

However, it has also been available for household and office use for some time now.

Medicine has also been involved from the outset, using reverse osmosis for dialysis machines and in the production of chemically pure water, among other things.

One of the most spectacular applications of reverse osmosis is the treatment of drinking water in the water cycle of space shuttles.

(See Kuhn H.: Die Fantastische Geschichte der Wassers, Steyr, 1992)



THE BLUE PLANET

Three quarters of the Earth's surface is covered by water. We only really realize how impressive this fact is when we look at the spectacular images transmitted to us from outside the atmosphere. They reveal a blue planet of radiant beauty, with dazzling white clouds floating above its shimmering waters.

All life on this planet originated in water. As life forms became more complex and left the primordial ocean, they took water with them as an essential part of their bodies.

This heritage is still within us today—whether we are aware of it or not. Like an astronaut who must always carry a portion of Earth's air with them in order to survive outside the atmosphere, we carry a small portion of the primordial ocean within us, which makes life on dry land possible in the first place.

Water is the substance that we consume 2 liters of every day, either directly or indirectly – more than the amount of solid food we eat.

And water is the substance without which we can only survive for a maximum of four days.

On our planet Earth, water therefore means life.

(See Kuhn H.: Die Fantastische Geschichte der Wassers, Steyr, 1992)

WAL & KINTEC

INTERVIEW



A SUCCESSFUL 15-YEAR BUSINESS PARTNERSHIP INTRODUCES ITSELF

Interview by the **WASSERFIBEL** editorial team with Matthias Leipprand, W.A.L., and Karl Klütsch, KINTEC, hereinafter referred to as **ML** and **KK**.

WASSERFIBEL Water, hygiene, and cleanliness are particularly important topics in the catering industry. How important do you think it is for service providers to address the issue of water open - After all, it's no longer enough to simply turn on the tap, is it?

KK Water has become an important part of the entire business. It is no longer just a small item on the cost side, but there is a direct connection between

between almost all operational and cost processes, right through to satisfied end customers. It's no longer enough to just turn on the tap.

ML There are two aspects to consider here: the operator's perspective and the requirements set by the legislator. While the new Drinking Water Ordinance makes the operator, to remain at the source, i.e., the managing director of a hotel or restaurant, directly responsible for the quality of drinking water at the tap, in technical applications it is left to the operator to decide whether to protect their valuable inventory and expensive machines and equipment against damage caused by

defective water quality. With growing cost pressure and improved cost control, the topic of "water" is certain to become enormously important in the future.

How long have KINTEC and W.A.L. Wassertechnik been active in the market?

ML We celebrated our 15th anniversary this year!

KK And our cooperation has been going on for almost as long! The reason for the deterioration in quality of equipment — especially foreign products and parts — as well as the constant discussions about discounts and prices with intermediaries, stand in the way of



reasonable marketing of water systems. WAL and KINTEC have therefore entered into a cooperation (one providing production and service, the other consulting and sales) in order to bring quality, operational reliability, and reasonable prices directly to the needs and customers. We call this "Everything from one source."



– Consulting, planning, quotations, service, maintenance, freight, and commissioning are the result of our joint efforts.

Which products do you offer on the market?

ML Based on our mature standard range, we have continuously developed special products for the hotel and catering sector. Ultimately, we offer everything from a single source, from domestic water technology and kitchen supply to products for drinking water hygiene.

As a specialist provider in the field of water, you are certainly in a position to assess how the hotel and catering industry uses water on a daily basis and to evaluate this issue yourself.

KK Unfortunately, after 15 years of educational work, we still find that this topic is neglected by some customers . Even , which is in the

Companies offering services in the immediate vicinity, such as kitchen planners and appliance manufacturers, as well as soap service providers and chemical manufacturers, have not yet all recognized the importance of this topic -water and its qualities-for optimal cleaning results.

That is why we provide our water guide and intensive on-site consultation.

They see themselves primarily as consultants and have trained themselves in the banners to provide educational services? KK
In fact, we have made it our mission to provide educational

on the our mission.

We want to advise and support our customers, propose and offer solutions that best meet their needs.

We check on site at the customer's premises



the current situation and use this to determine the optimal requirements for hygiene and cleanliness, and thus cost-effectiveness.

We have jointly determined the Accor standard through this actual/target comparison in the ACCOR hotel group. This standard has been codified (technical manual, see also purchasing quality standard). The respective kitchen planner, dishwasher manufacturer Meiko, and chemical supplier Ecolab are obligated to implement it. WAL-KINTEC adjusts the water quality to the needs of the establishment / customer – this means that we provide continuous support and monitoring from planning to the final result for an intact system, including service and maintenance, i.e., all partners involved implement the ACCOR standards with a common goal in a results-oriented manner.

ML Educational work and consulting cannot be separated. Hardly any customer will invest if they do not see any benefit for . On

The reason for the significant information deficits that exist in many areas is that open education and accurate advice are the most important foundations for a lasting partnership in the form of a win-win relationship.



If I understand correctly, you promise your customers a solution to their dishwashing or water problems? You guarantee, so to speak, great results and satisfied customers with clean water!

KK Yes, we can guarantee that; we can now draw on years of experience in the catering market. I also think that the references we have built up with both large and small companies in the industry speak for themselves.

ML You could say that.

However, it is important not to underestimate the shared responsibility of all partners involved towards the customer, especially when it comes to the rinsing process. However, if you assume that the technical equipment and the associated chemicals are optimally adjusted, and , then with the appropriate water quality, you can not only promise the customer excellent rinsing results, but guarantee them!

Would you be able to cope with a rush of customers; can you meet the capacity requirements?

ML Fear of a rush of customers? Nowadays, such an idea is more likely to evoke feelings of comfort. No, seriously, series products and trained personnel ensure short availability times. Our flexible structure and close, trusting cooperation with business partners also contribute to coping with peaks in demand.



As water professionals, how do you see the water market developing? Where is it heading and what solutions are there?

KK Should I respond? Yes, there is only one solution, and that is high-quality water treatment systems (of all kinds) in the direct market beyond Germany's borders—with "made in Germany"/Europe standard original WAL in-house production (100%), in-house control technology, service, and maintenance, and scheduling from our own location. Plant technology for drinking water, industrial water, and wastewater problems as well as germ prophylaxis—complete building supply, according to plans for new construction and renovation. Price/performance is only right in the direct market.

ML We see the trend towards

high-quality system technology, which uses self-diagnostic systems to provide user-friendly information to the administrator, thus ensuring the necessary transparency not only in the event of a problem.

Where do you see yourself as a partnership-based business community in this future?

ML Since the topic of water involves quite complex interrelationships, we do not see the future in satisfying a mass market, but rather in providing intensive, partnership-based support to open-minded, future-oriented customers and supplying them with durable, high-quality products. **KK** Based on our findings, small and medium-sized companies, not just us alone, need to join forces in a cooperative manner, further developing their respective core competencies and specialties, but also act responsibly and in a networked manner with their partners in terms of quality and service.

Advising, planning, solving, and

customer problems – that is our common goal, now and in the future...

WATER GUIDE

Thank you for the interview.

... CRYSTAL CLEAR, WATER IS CRUCIAL!

OSMOSIS WATER

Professional water treatment is the key to success. The best washing results can only be achieved with the best water quality. Osmosis water is desalinated water that guarantees hygiene and cleanliness.

EFFICIENT & MODERN

The efficient and modern solution to rinsing problems is osmosis water from small or central systems for restaurants, hotels, and industry.

BRILLIANT PROSPECTS

Spotless dishes and glasses. The prerequisites for this are: modern dishwashing technology, water treatment systems, and the right dish organization.

Anyone who still polishes glasses by hand today is doing something wrong. Although manufacturers of

dishwashers, water

technology companies, and trade journals have been about the topic

Despite the rise of dishwashers, polishing cloths are still very much in use in many commercial kitchens. This is usually due to the use of the wrong type of water.

HARD WATER - SOFT WATER

As a rule, you can't tell by looking at the water, but it contains a variety of minerals. Minerals that are extremely important for "food" water () but are disruptive to

harmful in "dishwater" (). They

are
but
the

"food" water, but are disruptive or even harmful in "dishwater." They are invisible when dissolved in water, but when they dry, they form the famous water spots on dishes or glasses or limescale deposits in dishwashers.

What are the recommended guidelines for water composition when washing dishes in a dishwasher?

The Working Group for Commercial Dishwashing recommends the following guideline for achieving perfect washing results: *As a rule, the total water hardness for commercial dishwashing should be 3°DH*.

However, the total salt content of the water is much more important for perfect washing results

. A conductivity value of max. 400 $\mu\text{S}/\text{cm}$ is recommended for porcelain dishes. For glasses and high-quality cutlery, the conductivity value should be below 100 $\mu\text{S}/\text{cm}$ (glass) or 80 $\mu\text{S}/\text{cm}$ (cutlery).

In most regions of Germany, drinking water does not meet these requirements. For this reason, the use of a water treatment system is necessary.

SOFTENING - DESALINATION

Contrary to popular belief, the use of a water softener only reduces the hardness-forming components of water, better known as lime. The water obtained in this way is usually referred to as soft or softened water.

The total salt content is not reduced in softened water. This means that if the salt content exceeds the above-mentioned limits, the use of a special desalination system is necessary. In most cases, the use of a reverse osmosis system is recommended. The use of partial or full desalination cartridges is only advisable for dishwashers that are used less frequently. The advantages of using partially or fully desalinated water or osmosis water speak for themselves:

- Top washing results
- No limescale deposits on the items being washed



- No machine defects or failures due to limescale deposits
- Longer maintenance intervals
- Savings on detergent
- Savings on rinse aid
- No manual polishing of glasses and cutlery, thus reducing workload
- Cost reduction due to significantly less glass breakage

WHICH MACHINE FOR GLASS?

In modern under-counter and rack-type machines, rack transport or conveyor belt machines, glasses can also be washed together with dishes, but if you want optimal results, there is often no way around investing in a separate machine for glasses. If the water quality used meets the high standards required for glass, e.g., when using water from osmosis

water, glasses can generally also be washed in a dishwasher. Nevertheless, leading dishwashing technology manufacturers such as recommend MEIKO, to wash glasses in a separate glasswasher. The reason: the optimal setting temperature, cleaning agent and rinse aid for glassware. This prevents glass corrosion and cracks in thin-walled and high-quality glasses.

"Glass always places special demands on technology and dishwashing organization," says Johann Wagner, product manager at MEIKO in Offenburg. In addition to choosing the right dishwasher and water treatment technology, the organization of the washing cycle plays a decisive role.

When planning a washing-up organization, it is important to be familiar with the processes within the catering business and to take these into account during the planning stage. The return of dirty dishes is particularly important here. In a hotel with the wide variety of different glasses that are common today, sufficient space must be provided for sorting the glasses. On the clean side of the dishwashing kitchen, must also ensure that there is sufficient space for safe and clean sorting and storage of

If this is not the case, there is a risk that the dishes will come out of the dishwasher clean, but will be damaged or become dirty again due to awkward or incorrect handling.

"PUT THE GLASS IN A BASKET"

Special glass baskets are extremely important for achieving good washing results and reducing glass breakage. MEIKO offers a range of customized baskets for this purpose. When selecting glass baskets, it is also important to consider whether the glasses will only be washed in the baskets or whether they will also be used for storage.

Marc Schumacher
Key Account Manager, Meiko



WHY IS THE WATER CHECK IMPORTANT?

Fifteen years of pioneering work in the field of water treatment have resulted in a wealth of knowledge about thorough research and standardization.

A detailed water check is therefore essential for the optimal adjustment of all machines and devices that require water as an important resource.

During an inspection, the following questions are addressed together with the in-house technician and recorded in a checklist.



HERE IS A LIST OF THE MOST IMPORTANT QUESTIONS:

Is a water analysis of the drinking water available (if necessary, request it from the water supplier)?

Are there any problems with limescale deposits?

What forms on aerators and shower heads? Are aerators and shower heads frequently clogged?

Are there problems with pitting corrosion in pipes?

Are there problems with "rust-brown" water at rarely used water outlets?

Are there problems with "rust-brown" water even at frequently used water outlets?

Are there corrosion problems in the heating system?

Are there problems with Legionella bacteria?

Are there any problems that can be attributed to water quality?

What is the annual cost in euros for replacing broken glass by polishing?

How long are the daily polishing times?

Do deposits form on the dishes?

What are the washing results for glass, cutlery, and dishes?

Are partial desalination cartridges (decarbonization cartridges) used?

Are full desalination cartridges (mixed bed cartridges) used?

Where are problems occurring with already installed water treatment devices?

Is the installation of water treatment devices already planned?

Only a detailed recording guarantees the smooth operation of the devices and machines later on.

Karl Klütsch Kintec
Sales

SPARKLY CLEAN DISHES

The dishwasher is a great help in coping with daily routines. Under the right conditions, dishes, cutlery, and glasses, as well as the dishwasher itself, will be sparkling clean and will not need to be polished.

However, perfect washing results depend on various factors such as the type of soiling, the degree of drying, the type of items to be cleaned, the dishwasher, the contact time available, the type and concentration of the detergent used, and the water quality.

On the one hand, the desired washing result can be achieved by using the detergent and rinse aid in accordance with the above-mentioned influencing factors. Ecolab offers powerful, highly concentrated products that can be dispensed in small quantities as required using precise dosing systems. This prevents costly overdosing or hygiene risks due to underdosing.

Furthermore, the contact time between the cleaner and the items being washed should be sufficient, and the temperatures for the

cleaning agent and rinse aid solution must be maintained. For hygienic reasons, the temperature in the cleaning agent tank should be at least 55°C. Since the shelf life and usability of drinking water is significantly influenced by temperature, the temperature of the cleaning agent solution should not significantly exceed 60°C. The temperature of the rinse aid solution should be 80-85°C

. Consistent pressure and constant circulation in the spray systems ensure that dirt is dissolved evenly from the items being washed.

However, another crucial factor for perfect washing results and a sparkling dishwasher is the water quality of the fill

The advertisement features the Ecolab logo at the top left. To the right, the text "Glänzend sauber" is displayed above "Informationen zum maschinellen Geschirrspülen". Below this text is a photograph of clean, shiny silverware and glasses. In the bottom right corner of the photograph, there is a small graphic of a triangle with the words "Hygiene", "Durchgang", and "Ökonomie" (Hygiene, Efficiency, Economy) around its sides. At the bottom left of the advertisement, the text "Institutional Division" is visible.

and rinse aid used in the dishwasher.

The requirements for drinking water are not always sufficient for good washing results.

Special water constituents such as hardness minerals, all other salts dissolved in the water, and dissolved heavy metals such as iron, manganese, or copper have a negative effect on the washing results. These are then visible as clouds and streaks on the washed items.

To achieve completely streak-free washing results , , , desalination of the water is necessary

of the water is necessary. The following empirical values have been established in practice as guidelines for achieving perfect washing results:

Total hardness: up to 3 °d Chloride content: max. 50mg/l water
Iron content: max. 0.1 mg/l water
Manganese content: max. 0.05 mg/l water
Salt content: max. 400 µS/cm

Special requirements apply when washing glasses, as even a very low salt content can impair the washing results.

Desalination of water can be achieved using two methods. Firstly, demineralization can be carried out using an

osmosis system . The second option is to desalinate the water using a two-stage ion exchanger.

As your partner, Ecolab will be happy to work with you to put together a system that meets your hygiene requirements in an economical and environmentally friendly manner.

Marketing/Sales Ecolab

Vitamins for your advertising

www.thomaswerbung.de



AN IDEA TAKES HOLD

...

W.A.L. – production, technology, and service – and KINTEC – consulting, distribution, and sales – are closely and harmonious connection between equal partners with common goals.

The main goal is to create a customer-oriented organizational structure that results in a



manageable and networked team structure.

Cooperation, information, and a shared understanding of tasks and objectives have a positive effect on customers and markets.

Quality deficiencies and negative outcomes (results/effects) do not occur here. Multidisciplinary relationships and teamwork provide a remedy.

The products and services offered are individually tailored to the customer, appropriate, and economical. They do not exceed what is necessary.

Cooperative customer care promotes effectiveness (efficacy/success) and Efficiency

The goal is to provide customers with a consistently satisfactory quality of products and services at the lowest possible cost.

Reliability is an essential component of quality and is understood as the team's ability to maintain the fulfillment of requirements over time.

In times of increased competitive pressure and contested markets, every company needs to be able to collaborate more flexibly.

The customer-oriented division, Kintec Sales, is assigned central responsibility and involvement in the quality process, in which the customer is integrated as a co-producer of process quality in a spirit of partnership.

However, since customer satisfaction (the degree to which requirements are met and services provided) can only be increased to a limited extent and the customer expects the fulfillment of self-evident expectations or special performance requirements, W.A.L. Technik and Kintec Sales undertake extraordinary activities and efforts to inspire customers with real costs (direct marketing) and special

service.

The quality of products and services is results-oriented and economical. Customer satisfaction is based on detailed consultation and planning, as well as cost-saving, value-preserving, and simple and straightforward maintenance of installations and water-carrying systems.

... satisfied customers and economic success go hand in hand

In practice, in line with the above statements, an initial supplier meeting was held to coordinate water quality (see ACCOR quality standard).

In June of this year, employees from ACCOR, ECOLAB Germany, HOBART, KINTEC Vertrieb, MEIKO Maschinenbau, PALUX AG, and W.A.L. Wassertechnik. You will find out more about this in the next issue, dear reader.

Karl Klütsch
KINTEC Sales

REVERSE OSMOSIS DEVICES AQUARENT® SERIES**COMPACT 90 l/h & 180 l/h**

Reverse osmosis devices **AQUARENT® COMPACT** represent the latest addition to the AQUARENT® series. Based on the previous model and the latest technologies from our OEM development, a modern, reliable, and user-friendly device for drinking water demineralization has been developed.



The devices can be connected to the drinking water network without pre-treatment and feature integrated sensors that monitor all relevant parameters. The sensor data is interpreted by the microcontroller and displayed as plain text operating messages on the MMI (white on a blue background).

The integrated pressurized buffer tank stores up to 10 liters of pure water and ensures that the devices are ideally suited as upstream units for supplying individual consumers with a continuous water consumption of no more than 180 liters/hour. With the optionally available permeate management units, even consumers with high peak demand can be optimally supplied.

The FlowControl technology developed for these devices eliminates the need for users to check operating parameters and keeps servicing work to a minimum. The pre-filter cartridge and scaling inhibitor only need to be replaced every six months. **AQUARENT® COMPACT 90** devices can be upgraded to **AQUARENT® COMPACT 180** devices by our customer service team at any time.



PREVIEW 02/2005

SUPPLIER MEETING

Cooperation makes us strong on the market

ECONOMY & BENEFITS

Costs and performance = result

**REPORTS ON
A WATER SYSTEM**

Performance and operational reliability

NEW BUILDINGS

Sensible preliminary planning

CONVERSIONS

Optimization possible

PROJECTS FROM A TO Z

Hand in hand to success

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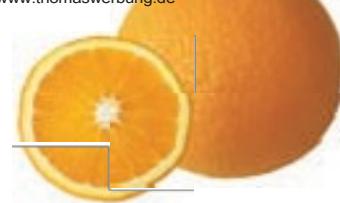
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