

## AFO

The Fall/Winter schedule is available at CESWaterQuality.com or call (800) 940-1557, prompt #5, for more information. IMPORTANT: Please note that we have added an extra class scheduled for January 30-31 at FIU's North Miami campus.

## The Solution™ Gaining Popularity

The Solution™ sodium hypochlorite chemical feeder, which is designed for larger 100,000+ gallon pools, is quickly gaining popularity among Florida's aquatic operators. It is a simple, wall-mounted, vacuum operated unit that quietly, efficiently, and reliably can inject up to 1,778 gallons of sodium hypochlorite into your pool on a daily basis. When connected to your Strantrol System 3,4,5, or 6 controller, it can be fine tuned to provide near perfect chlorine control even under the heaviest bather loads. It is a direct replacement for the larger (240-480 gallon per day) piston-operated pumps such as LMI, Precision II, or Wallace & Tiernan. The Solution™ has been used in municipal pools in Florida for the last 8 years and recently has become a popular choice in many South Florida operations. For more information or a price quote, please contact your CES rep or CES Customer Service.

## CES Teams New for 2003

CES has established centralized Customer Service, Sales and Technical Support. Based upon your geographic location, all CES customers have been assigned to a "Water Quality Control" team. Your "Water Quality" team will handle all aspects of your account. From technical support, repairs or maintenance, to getting literature or placing orders for equipment or chemicals, all CES customers will now have the convenience of speaking with one CES representative. This team will be familiar with your account and will coordinate all aspects of your service and sales support.

To reach your Regional Service Office by phone please follow the new instructions on the automated attendant or use the quick reference list as follows.

**South Florida (serving Broward, Dade and Monroe counties)**  
Dial (800) 940-1557, enter 2,2  
**East Florida (serving Palm Beach, Martin, St. Lucie, Okeechobee and Brevard counties)**  
Dial (800) 940-1557, enter 2,3  
**West Florida (serving Citrus through Collier counties)**  
Dial (800) 940-1557, enter 2,4  
**Central Florida (serving Central Florida and all Northern Florida)**  
Dial (800) 940-1557, enter 2,5  
**International (serving all points outside the USA)**  
Dial (800) 940-1557, enter 2,6

To make this transition, we held a series of training sessions where our in-house experts in tech service, proposal writing, customer service, and special orders spent many hours cross training during the recent holidays. We appreciate your patience with any growing pains associated with this transition period. We love the way this new system works, and we are confident that you will too.

## TOP 10 SERVICE TIPS OF 2002

- **Label Your Pump Room** - A new CES pump room labeling program with 15 individual labels helps identify major valves and components, and provides safety and service reminders for each valve.
- **Preventative Maintenance (PM)** - Customers discovered that it was considerably cheaper to professionally maintain equipment instead of repair or replace it. CES has a wide variety of PM programs that are tailored to each site. Customers simply pick what equipment they want maintained, and how many times a year they want a CES tech rep to be on-site.
- **Pulsar Upgrades** - Pulsar feeders now are available with automatic washdown self cleaning features. Inexpensive retrofit kits are now available to upgrade existing P3 feeders. Also, if your site still has the P2 (gray feeder), please call and inquire about our upgrade special. All available for direct purchase or month to month rental.
- **Digital Test Kits** - Simple tablet reagents, pushbutton readings, digital accuracy. Reads stabilizer levels from 0-100 ppm. Prevents operator error and

colorblind-related misinterpretations.

- **Stabilizer Update** - New quick-dissolve stabilizer, better testing methods, and automatic stabilizer feeders now allow us to stabilize any pool without significant water quality degradation. This can help reduce chlorine consumption by up to 50% in heavily used pools.

- **Get AFO Certified** - A Dept of Health requirement since 1998, certification of on-site personnel is more important than ever. 2002 saw the largest number of new AFO certifications in history.

- **CES Web Site** - Constantly updated with new literature, tech service tips, specialty chemical water dosing calculator, MSDS sheets, and much more. The CESWaterQuality.com web site is getting rave reviews from Florida/Caribbean customers.

- **Solution Feeders** - Trying to feed large amounts of bleach with groups of feeders? When your current system needs replacement, substitute with a "The Solution" feeder that silently and reliably feeds up to 1,770 gallons of bleach a day with little or no maintenance.

- **Specialty Chemical Dosing** - No more guesswork figuring out how much specialty chemical to add to resolve a problem. Log on to CESWaterQuality.com and type in your gallonage, you get instant dosage rates for nearly every possible pool problem.

- **Enzyme Feed Stations** - Enzymes have a long history of being one of the greatest values as they not only digest suntan oils and oily substances that clog filters and gum up tile, but they remove organics that could combine with chlorine and cause smelly water. New feed stations precisely dispense the new triple strength IS-3 enzyme, out of the new 5 gallon size. These three innovations dramatically reduce costs and make enzymes even a better value than ever.

## Happy Birthday CES

We are proud to announce that CES turns 20 years old in 2003. Started as a 3 person office in 1983, we have grown to 23 employees, including 7 field technicians, 4 Water Quality Consultants, with 18 customer service employees holding the AFO certification. Please join us in our year long celebration of Excellence in Water Quality Control.