

CAT Controller Courier # 09

June 2007

CAT Controllers Has New Comparison Sheets Available!

CAT Controllers understands that you are going to head to head against other controller manufactures. Call or E-mail Troy McGinty to request your CAT 2000, CAT 4000, or CAT 5000 vs. Proposed Substitute sheets. CAT wants to help you to better compete. They are available now! Request Comparison Sheets!

CAT Controllers Now Offers CPO Certification Courses!

CAT Controllers offers 3 different CPO course types. CAT will be offering 2 full day instruction CPO courses at our new facility. We will be offering CPO Fusion Courses (for 1 day classroom certification). Lastly, CAT is willing to travel to your facility to train you on CAT Controllers and CPO certify your employees.

Thank You For Your Patience During Our Move!

As you know CAT Controllers, Inc has moved to our new facility. The move took place last week and you will be pleased to know that everything went very smoothly. CAT Controllers would like to thank all of our customers for their patience and cooperation during the move. Below, please find CAT Controllers new address, local phone number, and fax number. WE STILL HAVE THE SAME 800 NUMBER 1-800-657-CATS (2287)

CAT Controllers, Inc.

10101 Molecular Drive, Suite 200
Rockville, MD 20850
Local-301-838-4001
Fax-301-838-4007
MAIN-1-800-657-2287

Why is Total Alkalinity So Important?

Total Alkalinity: A measure of the ability of water to maintain a desirable pH when acid is added to the water. This value is usually expressed as the equivalent amount of calcium carbonate (CaCO₃) in either mg/L or ppm. A more simple explanation is that Total Alkalinity is the buffer that helps maintain a steady pH level. Most people pay strict attention to their pH and FAC levels but often neglect the other variables such as TA. When keeping the ideal TA levels (80ppm-120ppm) maintaining proper pH levels becomes much easier. We are all aware of the effects that Low pH will have: corrosion, staining, eye/skin irritation, etc. and we are also aware of the effects that High pH will have: cloudy water, clogged filters, chlorine inefficiency, etc. This is why we need to be aware of your TA levels so you can better take care of your pH. If you are seeing your pH bouncing and you have a lower pH, you more than likely have a low TA level. To raise your TA you should add sodium bicarbonate at a SUGGESTED 1.4 lbs. per 10,000 of water for 10ppm increase. (Please Be Sure To Read Chemical Labels First). If you have a higher pH, fairly cloudy water, and you are having trouble getting your pH down, more than likely you have a high TA level. To lower your TA you should add acid, muriatic acid, or sodium bisulfate (at their suggested minimal amounts for the proper chemical change). Ask Troy a Question about Total Alkalinity

The Proper Way to React to a Fecal Matter Accident.

Most recreational water illnesses are spread through people infected with a disease having a fecal release into water that does not have proper disinfectant levels or sufficient filtration. Pathogens such as Crypto, Giardia, E.coli, and Shigella are all very harmful diseases that can be spread by accidental fecal releases (AFRs). CAT Controllers would like to provide you with the National Swimming Pool Foundations recommended Fecal Matter Response:

For any type of AFR complete the following at minimum:

1. Remove all bathers from the water.
2. Close all pools at facility.
3. Manually remove as much fecal material as possible with net or scoop.
4. Clean and disinfect whatever you used to remove the fecal matter and leave them in pool during the following instructions.

Formed Stool Accident:

1. Raise the free available chlorine level to 2 ppm and ensure the pH level is maintained between 7.2 and 7.5. Maintain this chlorine concentration for at least 30 minutes before reopening the pool. (Check State Codes)

Diarrheal Discharge Accident:

1. Raise the free available chlorine to 20 ppm and ensure the pH level is maintained between 7.2 and 7.5. Maintain this chlorine concentration for at least 8 Hours before reopening the pool. (Check State Codes)
2. Be sure the filtration system is running the full 8 hours.
3. Backwash the filter after the full disinfection time. The filter effluent should be directed to waste and not back to the pool during backwash. Follow all other state or local regulations.
4. Return chlorine to its standard level as stated by the state or local regulations and reopen the pool.

Automate Your RMA Process

CAT Controllers, Inc. has been known for our comprehensive warranty policy. We currently warranty all CAT Controllers for 5 years for both electronic and mechanical parts. We also are one of the few companies that provide a 2 year warranty on our, heavy duty, commercial series, pH and ORP sensors. Lastly we offer a 1 year warranty on all other parts; flow cells, flow sensors, valves, tubing, speed fit connectors, back boards, etc. We would like to make the RMA process a little easier for you. Normally you would call 1-800-657-2287, ask for Tony Onofrey (Service Manager), explain your warranty item, and ask him to fax you an RMA Sheet to send back with the item. You can still call Tony directly if you so please, however, you can now e-mail him at tonofrey@chemauto.com to request your RMA Sheet and he will reply to the email with an attachment (RMA Sheet), you can then print out and send back with the warranted item. Be sure to provide Tony with the following information in the email request so he can write up the RMA Sheet:

- Name of your Company
- Your Name
- Product Return Shipping Address (Yours or Your Customers)
- Company Phone Number
- Company Fax Number
- BRIEF explanation of the item and its problem.

\$100 Rebate Per Automated pH and ORP Controller

Don't forget that CAT will issue you a \$100 credit for any automated pH and ORP controller you send to

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CPO Instructor
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