

*Engineered Water Treatment Solutions*

**WATER QUALITY ENGINEERING SERVICE**

**Customer/Installer Questionnaire**

**For**



**THIS SERVICE IS OFFERED FREE OF CHARGE TO OUR DEALERS AND THEIR CUSTOMERS.**

**IF YOU ARE INTERESTED IN TAKING ADVANTAGE OF THIS SERVICE, PLEASE TAKE THE TIME TO READ THIS MATERIAL SO THAT YOU UNDERSTAND WHAT WE DO AND HOW WE DO IT.**

**THIS FORM IS SPECIALLY DESIGNED TO BE EASILY COMPLETED BY ANYONE WITH A COMPUTER. IF YOU ARE USING A COMPUTER, SIMPLY TYPE YOUR ANSWERS IN THE SPACES PROVIDED AND PRESS THE "SUBMIT" BUTTON AT THE END. IF YOU ARE NOT USING A COMPUTER OR CANNOT OPEN THIS DOCUMENT, SIMPLY PRINT THIS DOCUMENT THEN TYPE OR WRITE YOUR ANSWERS IN THE SPACES PROVIDED AND RETURN BY FAX OR MAIL.**

**EITHER WAY, YOU MUST SIGN THAT YOU AGREE WITH OUR "TERMS OF SERVICE". WE CANNOT BEGIN UNTIL WE HAVE THIS SIGNED FORM BACK.**

**PLEASE TAKE THE TIME TO ANSWER THE QUESTIONS AS COMPLETELY AS YOU CAN. IF YOU NEED HELP, FEEL FREE TO CALL YOUR DEALER, YOUR INSTALLER, OR CALL US. THE BETTER JOB YOU DO, THE BETTER WE CAN DO OUR JOB FOR YOU.**



## WATER ENGINEERING AND DESIGN SERVICES

**LIVINGWATERS™** Engineered Water Treatment Systems operates exclusively through a nationwide network of water treatment professionals who want to ensure that the water treatment systems they sell and service represent the highest value and best design the industry has to offer.

Our Water Engineering and System Design Service is a 4 step system:

1. **Discover Water and Installation Parameters.** The customer submits a form describing the existing infrastructure and goals involved in the job.
2. **Provide Water Test Recommendations.** Proper system design requires reliable water testing information. Once we have a better understanding of the job, we outline the kind of water testing information we require to insure proper system design and steer the customer to an independent, certified laboratory capable of performing the tests we need at the best price.
3. **Analysis and Engineering.** Once we receive water test results we will place the order in our queue for analysis and engineering. Expect a turnaround time of 7 – 10 business days. Should circumstances require a delay, we will notify you as to when you can expect your results.
4. **Price Quote:** Each report will incorporate a quote for the equipment required. Quotes will be based on manufacturer's list prices for systems as they are engineered for the client. If discounts are available, your dealer will let you know.

Our report will contain an analysis of your water and our rationale for the type of equipment that is most likely to work best in your situation. When it comes to water treatment, there are always several ways to solve a problem. Some may be cheaper to install but far more expensive to maintain. Some may solve one problem, but contribute to another problem. Some may not be reliable.

**Our goal is to design a system that will be as affordable to purchase, install, and maintain as possible, without compromising performance or reliability. All recommended components will incorporate proven technologies, and will be manufactured to the highest quality standards by industry leaders.**

## THE GOAL

Our goal in designing a your water treatment system is to make sure you have a reliable supply of water that:

- Is microbiologically safe,
- Is treated so that levels of inorganic and organic contaminants do not pose a health risk,
- Is neither unduly corrosive nor scale-forming,
- Is free of unpalatable odors or tastes, and
- Does not create stains on laundry and fixtures.

In addition, we want your system to be both reliable and as easy and inexpensive to maintain as possible. The closer we can come to achieving these goals — the better.

Every purchase of water treatment equipment eventually becomes a process of us educating our customers on how best to weigh effectiveness vs. cost to identify the highest value. The equation is:

$$\text{EFFECTIVENESS} / \text{COST} = \text{VALUE}$$

*The most important ingredient in this process is the proper engineering of a system to water's particular chemistry.*

## **THE BENEFITS OF PROFESSIONALLY ENGINEERED SYSTEMS**

Whether the problem is scaling, corrosion, staining, palatability, or water's impact on health, water quality can have a significant economic impact on the end user.

In many commercial operations, water's economic impact cannot be ignored. Hospitals, Resorts, and Hotels that provide rooms and food to an ongoing stream of guests spend a great deal of money to design and maintain their water treatment systems.

Sadly, many homeowners and small businesses don't invest in such equipment — not because they can't afford it, but because they simply don't understand the equipment and its benefits. Let's face it. We've gotten used to taking our water quality for granted. Most of us don't consider the many health and economic impacts of dealing with water quality until problems become too obvious to ignore.

**Hard water, corrosive water, and water that stains or smells can be expensive, but a more significant cost is the inadvertent purchase of equipment that doesn't work, or doesn't last. By far the highest cost is when health is compromised due to microbiological contamination, or long-term by other things like arsenic, fluoride, disinfectants and their by-products, or the many chemicals that are finding their way into the water supply.**

More often than not, our dealers find themselves having to remove old equipment that has been ruined because it was not properly designed for the customer's water.

## **THE IMPORTANCE OF WHERE YOU BUY YOUR SYSTEM**

**Very few small commercial or residential systems are purchased using proper engineering at the core of the process.** That is because people who buy water treatment equipment often buy from:

- Retail outlets like Home Depot, Lowes, or Sears or your local hardware store
- Franchise operators like Rainsoft or Culligan
- The Internet

Unfortunately, without the input of water professional who has a comprehensive understanding of water chemistry, each of these methods can result in some very expensive mistakes.

### **THE PROBLEM WITH RETAIL OUTLETS**

Retail outlets seldom provide any expertise when it comes to the purchase of water treatment equipment. About the most help you can get is someone who can tell you what kind of parts you might need to hook something up to your household plumbing – and that is if you are lucky. Beware of product recommendations. Just because a fellow who works in that department bought something for his water and likes it, is no reason to expect you will have the same experience on your water.

### **THE PROBLEM WITH NATIONAL FRANCHISES**

Most national franchises like Culligan and Rainsoft are not into the business of engineering water treatment systems so much as they are in the business of selling their brand-name water softeners and reverse osmosis systems.

The truth is that there are many water problems for which their products are either unsuitable or a poor fit. It is like running a shoe store and stocking only two sizes. People who really need a size 10 get sold a size 8, and the fit results in pain.

Even more problematic is the marketing approach used by many of these franchise operations. Phone rooms make appointments by bribing homeowners with offers of free movie tickets or some other “gift” to get a salesperson in the door. Once in, the customer is given a carefully rehearsed “pitch” designed to get the customer to buy the “solution” to their water problem without any real engineering, and at prices near double of what their “solution” should cost. The problem is greatly compounded when the design of the equipment doesn’t truly fit the water’s chemistry and customers are encouraged to finance overpriced equipment that doesn’t work properly at high interest rates. The same problem applies. **There is no substitute for proper engineering.**

### **BEWARE OF THE INTERNET**

Perhaps the biggest mistake people can make is to get on the internet, research water issues and products, then think they can save money by buying something advertised for a certain job, at prices far less than those charged for equipment sold by professional water treatment dealers.

Cheap prices are available on the internet because some person or firm that does not stock, engineer, nor display equipment finds a water treatment product distributor who will drop ship for them, and decides to make a business by listing the products at small mark-ups on the web. Their goal is to sell as much equipment as possible without needing to stock or service that equipment. Many won’t even bother to publish a phone number. Professionals can’t afford to operate that way.

In case you are tempted to save some money by trying this approach, here is something you should know:

***Most manufacturers require that their products be PURCHASED FROM and INSTALLED BY an authorized dealer who has been appropriately trained on their product –***

***OR THERE IS NO WARRANTY!***

In other words, if you buy these products from the Internet, you are on your own. There will be no manufacturer's warranty, and you will have no help if things don't work, or work like you were led to expect by the marketing material displayed on the Internet.

## **WHY PROFESSIONAL ENGINEERING IS IMPORTANT**

Water treatment equipment is very sensitive to things like pH, TDS, turbidity, corrosivity, flow rates, and much more. If you buy a piece of equipment and install it improperly – or install it on water that is not within certain parameters – it will not work well and most likely be ruined. Manufacturer's deal with this all the time, and that is why they demand trained professionals install their products.

Many people buy products that turn out to be a waste of money. Water softeners are installed on water that ruins the resin. Carbon filters are installed to remove chemicals and disinfectants but the wrong media is used so not only are they ineffective, they breed unhealthy bacteria. UV lights for microbiological protection are often installed on water that is too turbid for such a method to be reliable. Reverse osmosis systems don't work as expected due to a variety of factors.

When water becomes more challenging the opportunity to make expensive mistakes is compounded. What happens most frequently is that people don't get a comprehensive professional water test. Instead they get focused on removing obvious things like hardness or iron and manganese, not even realizing that their water is corrosive, or has dangerously high levels of something like arsenic or some other contaminant.

LIVINGWATERS™ Engineered Water Treatment System provides professionally engineered water treatment solutions to the public through a nationwide network of water treatment professionals. **When you buy your system through us, you are buying not only equipment, but also the kind of expertise that is most likely to result in your happiness with your investment.**

Besides systems for homeowners, we engineer complete systems for farms, restaurants, hotels, campgrounds, community water systems, ski areas, hospitals, nursing homes, food service operations, office buildings, manufacturers who need high purity water – and more. Each system is custom designed based on comprehensive professional water tests and built from commercial quality parts carefully selected to properly compliment or be compatible with one another. **Because we are master distributors for most of the nation's largest suppliers of commercial quality water treatment products, our dealers can offer professionally engineered, custom designed systems for any water problem - at prices that are competitive and represent an honest value.**

We are recognized leaders in water treatment technology and design. Our LIVINGWATERS™ Alkalizers are the first RELIABLE drinking water systems to be able to offer a continuous stream of water that is **guaranteed free of microbiological pathogens without the need for power, high water pressure, or water waste.** We are constantly upgrading our capabilities and products with the best technology that the water treatment industry has to offer. We understand the subtleties of water.

**NOTE: THE EQUIPMENT WE SUGGEST IS CAREFULLY ENGINEERED TO SOLVE YOUR PARTICULAR WATER PROBLEMS. DO NOT ATTEMPT TO MAKE SUBSTITUTIONS WITHOUT OUR ADVICE. EVEN SEEMINGLY SMALL CHANGES CAN LEAD TO THE ULTIMATE DEFEAT OF THE DESIGN.**

# BASIC CUSTOMER INFORMATION

Please answer the following questions as completely as possible. You may rely on the fact that any information you provide will remain confidential, and be used only for the purpose of engineering a water treatment system most suited to your needs.

How did you hear about us? \_\_\_\_\_

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Home or Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Fax: \_\_\_\_\_ Email: \_\_\_\_\_

Location of Water To Be Treated (if different from address above.)

\_\_\_\_\_

What do you see as your water quality problem and what is your goal in system design?

- |  |                                 |                                    |
|--|---------------------------------|------------------------------------|
| <input type="checkbox"/> Bacteria      | <input type="checkbox"/> Tastes | <input type="checkbox"/> Chemicals |
| <input type="checkbox"/> Lime Scale    | <input type="checkbox"/> Smells | <input type="checkbox"/> Nitrates  |
| <input type="checkbox"/> Corrosiveness | <input type="checkbox"/> Color  | <input type="checkbox"/> Fluoride  |
| <input type="checkbox"/> Rust          | <input type="checkbox"/> Stains | <input type="checkbox"/> Arsenic   |

Other: Describe

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

# CUSTOMER/INSTALLER QUESTIONS

To insure the proper recommendation for water testing, as well as equipment size and type, please answer all questions to the best of your ability.

1. What is the source of your water?  City  Well  Small Community  
 Spring, Lake, River  Other (Describe): \_\_\_\_\_

2. Surrounding Area:  City  Rural  Agricultural  Industrial  Mining  
Describe: \_\_\_\_\_

3. Size of Your House (SF):  less than 1500  1500 - 2500  
 2500 – 3500  3500 – 5000  5000 +  
Describe: \_\_\_\_\_

4. How Old Is the House? \_\_\_\_\_

5. How Many People Live In the House? \_\_\_\_\_ 6. How Many Bathrooms? \_\_\_\_\_

7. How Is Your Water Pressure?  Poor  Fair  Good  High  
Describe any Problems: \_\_\_\_\_

8. Pipe Style:  Copper  PVC  CPVC  Polybutylene  Pex

9. Water line to House Size:  3/4"  1"  1-1/4"  1-1/2"

10. Main Drain Size:  2"  3"  4"

11. Do you have a Refrigerator Icemaker/Water Dispenser?  Yes  No

12. Do you have an Instant Hot Water Dispenser?  Yes  No

13. Sink Style:  Stainless Steel  Porcelain  Enameled Cast Iron  Composite  
 Existing Hole for Faucet  Granite Countertops  Tile Countertops  Other

Describe: \_\_\_\_\_

14. Irrigation water to be treated?  Yes  No Gallons per minute required: \_\_\_\_\_

Animals to be watered?  Yes  No Gallons used per day: \_\_\_\_\_

Describe: \_\_\_\_\_



15. Pool water to be treated?  Yes  No Size: \_\_\_\_\_ x \_\_\_\_\_ Gallons in pool: \_\_\_\_\_

Describe: \_\_\_\_\_

16. Location for Equipment:  Finished Basement  Unfinished Basement  
 Crawl Space  Garage  Other (please describe)

\_\_\_\_\_

Drain Nearby:  Yes  No Electrical Outlet Nearby:  Yes  No

17. What Is the Color of Your Water?:  Clear  Cloudy  Rusty

Describe: \_\_\_\_\_

18. Any Staining On Your Fixtures?:  None  Brown  Black  Blue/Green

Describe: \_\_\_\_\_

19. Any Odor?:  None  Metallic  Rotten Egg  Musty  Other

Describe: \_\_\_\_\_

20. Does Your Water Seem Hard?:  Yes  No Hardness (GPG) \_\_\_\_\_

21. Do You Buy Bottled Water for Drinking?:  Yes  No

Why: \_\_\_\_\_

22. Are You Currently Using a Water System?:  Yes  No

**Type of Equipment Present**

**How Satisfied Are You**

Refrigerator Filter:

Very  OK  Not Satisfied

Cartridge-Based Filter:

Very  OK  Not Satisfied

RO System:

Very  OK  Not Satisfied

Distiller:

Very  OK  Not Satisfied

Ionizer:

Very  OK  Not Satisfied

Describe Condition of Equipment, Problems, and Make, Model, and Size Below

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Water Softener:  Very  OK  Not Satisfied

Describe Condition, Problems, and Make, Model, and Size Below

---

Other: \_\_\_\_\_  Very  OK  Not Satisfied

Describe Condition, Problems, and Make, Model, and Size Below

---

23. Carbon cartridges typically used in refrigerator filters as well as most water treatment systems including RO systems are an ideal breeding ground for bacteria and mold. These cartridges should be replaced at least every 6 months in any application. If you have such cartridges, are you careful about changing them at least every 6 months?  Yes  No

### FOR WELL OWNERS

24. Type of Well:  Deep  Shallow Age of Well: \_\_\_\_\_ yrs

Well Depth: \_\_\_\_\_ ft. Static Water Level: \_\_\_\_\_ ft.

25. Well Casing Size:  4"  5"  6" Material:  PVC  Steel  Cement

26. Has Your Well Ever Run Out of Water?  Yes  No

Describe: \_\_\_\_\_

27. Type of Pump:  Jet  Submersible  Stroke  110V  220V Age: \_\_\_\_\_ yrs

HP: \_\_\_\_\_ Last time well was serviced: \_\_\_\_\_

28. Flow Rate in gallons per minute: 0 Pressure: \_\_\_\_\_ 30 PSI: \_\_\_\_\_ 40 PSI: \_\_\_\_\_

Pressure Range: \_\_\_\_\_ Kick-in: \_\_\_\_\_ Kick-out: \_\_\_\_\_

29. Pressure Tank Size: \_\_\_\_\_ gallons Age: \_\_\_\_\_ yrs  Bladder  Non-bladder

30. Storage Tank #1: Size: \_\_\_\_\_ gallons Storage Tank #2: Size: \_\_\_\_\_ gallons

Material:  Steel  Plastic  Concrete  Other: \_\_\_\_\_

31. Booster Pump:  Yes  No HP: \_\_\_\_\_ Gallons per minute: \_\_\_\_\_

Brand: \_\_\_\_\_ Condition: \_\_\_\_\_



# TERMS OF SERVICE

LIVINGWATERS™ Water Engineering and Design Services are provided to our Dealers and Customers according to the following Terms of Service.

## CUSTOMER INFORMATION

We ask that our customer's take time with the "Customer Questionnaire" to insure that each question is answered fully, accurately, and completely. If you have any questions, feel free to call. We ask for a phone number so we can call if your information is unclear to us, or if we have any questions we need answered before completing your design. We need a working email address (preferred) and/or physical address so we can send you your final report. Please note that we do not rent or sell our customer's contact information nor do we provide it to any person who is not directly involved in the performance of this service.

Because system design suggestions are based on our best judgments derived from limited information provided by the customer, our recommendations are believed to be reliable, and are offered in good faith but without warranties or implied warranties of fitness for a particular use.

## WATER TESTS

The end-user or customer is responsible for providing us the water test information we require. Should initial testing indicate the need for more specific testing, the customer is responsible to provide the information to our engineering department. We may make recommendations for a testing facility, but the customer is free to obtain required water tests from any source they prefer – as long as the source is an independent laboratory, certified in the state in which they live. We will not accept tests performed by other vendors of water treatment equipment.

## CUSTOMER/DEALER RESPONSIBILITIES

Because we cannot physically inspect the site, the customer or their dealer is responsible for insuring that our recommendations are suitable under site-specific circumstances, environmental conditions, installation location requirements, and water quality and/or use profile. The customer or their dealer is also responsible for determining that our recommendations are appropriate for their specific application, ensuring compliance with all applicable laws and regulations.

Installation by a qualified mechanical contractor/plumber is highly recommended. An ongoing sampling and service protocol may be required to insure the proper performance of the equipment.

Because we do not physically inspect the site or install the equipment, neither LivingWaters™ Engineered Water Treatment Solutions nor its parent company Conscious Living Systems, Inc., nor any of their employees, successors, or assigns, accepts or assumes any liability associated with this water treatment system design.

LivingWaters™ Engineered Water Treatment Systems provides no warranties on equipment or installation. Equipment warranties are provided solely by the manufacturers when the equipment is installed and used in accordance with its design parameters. No warranty or guarantees are extended to cover piping systems, appliances, or other water using fixtures, or for damage thereto, or for flooding or damage caused by the failure or any component used in this design.

By engaging in this process I agree to hold harmless LivingWaters™ Systems, Conscious Living Systems, Inc., its authorized dealers, as well as their employees, successors and assigns, for any information contained herein and take full responsibility for my decisions in selecting, installing, or using any water treatment equipment in my application.

If you are filling this form out by computer, and if you agree with these terms of service, please check the box in front of "I agree." Then type your name in the "Customer Signature" space and press "Submit." Your form will be automatically sent by email to our address.

If you are not using a computer, and if agree with these terms of service, please check the box "I agree", sign where indicated, and return it to us by fax or mail.

I agree

---

Customer Signature

Date

By returning this form, the customer whose name appears above acknowledges that they agree to the "Terms of Service" as outlined above.

Once we receive this signed agreement along with your completed questionnaire and required water test information, we will place your request for system engineering in our queue. Expect to receive your report within 7 to 10 business days after we have received all the information required.

**Submit**