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<http://www.shaklee.net/mimc/>

Introducing Shakleebaby™ and Shakleekids™



**Introducing Shakleebaby™ - Always Safe. Always Gentle. Always Healthy.  
Open Order 5/1**

**Babies are the most precious gifts in the world. Keep yours happy and healthy with Shakleebaby. Safe, pure, and natural, our pediatrician tested baby care products are formulated to keep your little one's bottoms soft, itty-bitty toes clean, and growing body healthy.**



### Gentle Wash

Clean, fresh baby. This extra gentle wash is made with organic chamomile and lavender, pH balanced and sensitivity tested to shower even the most tender skin with love. 99% Natural; 76% Organic.

#30108 <http://www.shaklee.net/mimc/>



### Soothing Lotion

So soft. Organic sunflower seed oil and shea butter moisturize, and organic chamomile and lavender soothe. 99% Natural; 87% Organic.

#30106 <http://www.shaklee.net/mimc/>



### Diaper Rash Cream

Naturally soothing. Zinc Oxide protects baby's delicate skin from wetness, keeping skin healthy and dry, and helps heal diaper rash. Organic and natural oils keep skin hydrated and smooth while chamomile, aloe, and calendula extracts soothe. 99% Natural. 78% Organic.

#30109 <http://www.shaklee.net/mimc/>



### Massage Oil

Perfect for massaging baby or moisturizing after a bath. With organic sunflower oil, lavender, and chamomile to moisturize and smooth. 99% Natural, 99% Organic.

#30107 <http://www.shaklee.net/mimc/>

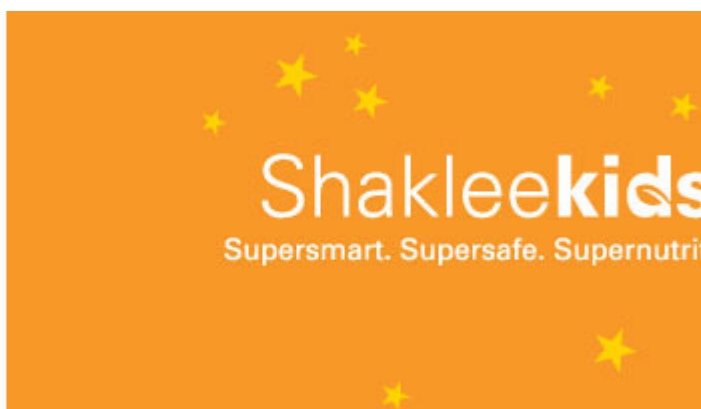


### Multivitamin & Multimineral Powder

One of the most comprehensive infant-toddler supplements available, it contains prebiotics to help promote a healthy immune system and bundles of vitamin D to support strong bones and teeth. Star-K Certified. \*

#20057 <http://www.shaklee.net/mimc/>

\* These statements have not been evaluated by the Food and Drug Administration. These products are not intended to diagnose, treat, cure, or prevent any disease.



**Introducing Shakleekids™ - Supersmart. Supersafe. Supernutritious.**  
Open Order 5/1

**Behold the powers of Shakleekids Mighty Smart and Incredivites! These dietary supplements are made with supersafe ingredients that bring out the best in kids, like rad vision, smart noggins, and a rockin immune system. \***



### Incredivites™

Shakleekids Incredivites is the first kids chewable multivitamin in the U.S. with lactoferrin, a protein that helps busy bodies' immune systems stay supercharged. Packed with 23 essential nutrients, it's one of the most comprehensive supplements available - with 600IU of vitamin D to support strong bones and teeth, and 100% of the daily value for vitamins C and E per serving. \*

#20002 <http://www.shaklee.net/mimc/>

Note: Vita-Lea® Ocean Wonders™ will continue to be available.



## Mighty Smart™

Shakleekids Mighty Smart is scientifically formulated with a power-packed blast of ultra-pure DHA. Essential for early brain development, this omega-3 fatty acid has been shown to support mighty memory, mad concentration, and fierce mind skills. Star-K Certified.

#20058 <http://www.shaklee.net/mimc/>

## Countertop RO Systems

### Problem: Leaking Sight Tube

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#### Probable Causes:

- Misalignment/not secured

#### Dialog

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##### 1. Can the tube be easily twisted with your fingers?

- yes**       **no** (skip to next question)

**Action:** Tighten the nut on the tube.

**Result:** Improvement. → problem solved.

**Result:** No improvement. → Go to next question

##### 2. Has the sight tube been taken apart at any time?

- yes**       **no** (replace if necessary or send in for repair)

**Action:** Make sure the gaskets (one on top and one on the bottom) are in place and tighten securely.

**Action:** Inspect for cracks in any of the components.

**Solution:** Replace components if defective or send in to service center.

### Problem: Unit Overflows

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#### Probable Causes:

- Quick connect tubing oriented incorrectly
- Obstruction in overflow channel or quick connect outlet
- Unit has old style debubbler on overflow tubing (soft tube instead of hard plastic)

#### Dialog

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The top of the system must be at least 3" higher than the tap water faucet for the system to drain properly.

##### 1. Is this the first time you've used the system?

- yes**       **no** (skip to next question)

**Action:** Explain that the tubing cannot be higher than the system (such as being looped on the counter).

**Solution:** Make sure tubing is taut with no kinks or loops.

##### 2. Is there anything blocking the overflow channel or the quick connect outlet?

- yes**       **no** (skip to next question)

**Action:** Clear the obstruction

3. Remove the rear cover and inspect the fitting where the blue tubing is attached. Is the white hose attached to the wall of the stand a soft tube or hard plastic piece shaped like an "L"?

- Soft tube** → replace with debubbler (Item #51044)
- Hard plastic** → review 1. and 2. again or send in for repair

## Problem: Fast or Increased Flow

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### Probable Causes:

- Pinched or defective top o-ring on RO module
- Defective or damaged RO membrane

### Dialog

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Clarify "**Fast flow**" versus "**increased flow**": **Fast Flow** is when the water is shooting into the reservoir rapidly, probably hitting the opposite wall of the reservoir. **Increased flow** is when the system starts filling the reservoir considerably faster than when it was new.

1. Has the flow increased gradually or suddenly?

- Suddenly** (indicates "fast flow" situation)     **Gradually** (indicates "increased flow" situation, go to next question)

**Action:** Turn off the feedwater and remove the RO module. Inspect top o-ring for damage and make sure it's in the top groove. Replace if damaged or stretched out. Lubricate with water and reinstall.

**Result:** Improvement (flow slows down). → problem solved.

**Result:** No improvement. → Go to next question.

2. Has the pressure increased recently?

- yes**     **no** (skip to next question)

Explain that as the pressure increases, that the production will increase too.

3. Has the temperature increased recently?

- yes**     **no** (skip to next question)

Explain that as the temperature increases, that the production will increase too.

4. Is your water supply chlorinated?

- yes**     **no** (go to question 6)

5. When was the prefilter last changed?

- within 12 months ago**     **more than 12 months ago**

**Action:** The membrane may be damaged by chlorine. Damage to the membrane can be checked with a TDS meter. Damage by chlorine can be checked by testing the prefilter with a chlorine test strip. Test the tap water with one test strip to verify that chlorine is present. The limit for chlorine in the tap water is 2.0 ppm. If chlorine is present in the tap water, remove the RO module and slowly turn the feedwater on and collect a water sample from the RO membrane slot and use a second test strip to check for chlorine. If chlorine is present in the sample, the prefilter is not removing chlorine.

6. Has the system been subjected to hot water?

- yes**

Hot water can damage the RO membrane. Replace if the RO membrane is not rejecting TDS by at least 75%. For information about how to check the membrane performance, see Owner's Manual or call 1.800.SHAKLEE.

## Problem: Leaking Quick Connect

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### Probable Causes:

- Misalignment/not secured
- Quick connect seal worn out
- Quick connect defective
- Aerator out-of-round, damaged, or wrong size
- Feedwater pressure too high

### Dialog

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#### 1. Is this a new unit?

- yes**       **no** (skip to next question)

**Action:** Try again; it may have not been secure.

**Result:** Improvement → Problem solved

**Result:** No improvement → Go to next question.

#### 2. Is the aerator adaptor marred or out-of-round (squashed, oval)?

- yes**       **no** (skip to next question)

**Action (yes):** Replace the aerator adapter. Make sure the new one is installed carefully. Using a napkin or rag to protect the adapter from the threads of the wrench or pliers is recommended.

**Action (no):** Inspect the seal inside the quick connect. It should be flared out toward the center of the quick connect. In other words, if it is laying flat inside the groove, it is probably worn out, which is not uncommon on systems that have been used for many years.

**Solution:** Replace the seal or the entire hose assembly (51041).

#### 3. Open the wing valve several turns until the unit is flushing. Does the leaking seem to lessen?

- yes**       **no**

**Action:** If the feedwater pressure is above 100 psi, the pressure is too high and may be causing the leak and could damage the system as well.

**Solution:** A pressure reducing valve can be placed on the incoming water supply to the house or on the cold water line under the sink to lower the pressure.

## Problem: High Total Dissolved Solids (TDS) Reading

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### Solution:

1. Be sure to check batteries on TDS meter. Replace if necessary and recheck TDS.
2. Flush unit for 15 minutes, let the tank fill, and discard the tankful of water. Then take another TDS reading. Be sure to rinse meter between readings. Recheck TDS.
3. If the unit is brand new or has a new replacement reverse osmosis (RO) module or filters, inspect the top O-ring and replace if flat or damaged. Flush unit/module as described in Owner's Manual and recheck TDS.
4. If none of the above results in improvement, call 1.800.SHAKLEE and ask for BestWater support.

## Problem: Poor Taste

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**Solution:** Ensure that holding tank is being cleaned according to Owner's Manual. Clean tank with baking soda and water. Wipe out with paper towel.

# Problem: No or Slow Flow

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## Probable Causes

- Storage tank is empty or valve is closed
- Change in water conditions
- Clogged prefilter
- Storage tank lost air (flat tank)
- Fouled or scaled membrane
- Stuck shutoff valve

## Dialog

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### 1. Has the system been slowing down gradually or has the production stopped suddenly?

- yes**       **no**

**Action:** The tank may have lost its air charge.

**Solution:** Remove the tank and check the air valve. If water comes out, the bladder is probably ruptured. If it is a metal tank, it should be discarded and replaced. If it is a plastic tank, the bladder can be replaced at the Service Center. If no water comes out or a little air, then the air charge might be replaced with a bicycle pump or at a gas station. Recharge the air to 8 pounds. At higher elevations, add about 1 pound per thousand feet. MAKE SURE THE VALVE IS OPEN WHEN ADDING AIR.

### 2. Have the water conditions changed recently? Lower pressure or temperature?

- yes**       **no** (skip to next question)

**Action:** Ask if they know the temperature and pressure or could measure it.

**Solution:** Explain that the lower the temperature and pressure fall, the slower the system will produce water. For every degree Fahrenheit greater or less than the specification (77°F), the membrane will produce approximately 1 to 2% more or less water. The farther away from the spec (that is, the warmer or colder the water), the greater the difference in production.

Difference in pressure is relatively linear. For example, 50% less pressure over the specification (60psi) will produce roughly 50% less water, and 50% more pressure will produce 50% more water.

### 3. When was the last time the prefilter was changed?

- from 3 to more than 12 months ago**       **less than 3 months ago** (skip to next question)

**Action:** Check the flow through the prefilter by turning off the feedwater valve and allowing the pressure to subside for a few minutes then removing the RO membrane module (the middle module). Place a container under the opening and turn the feedwater back on. Observe the flow from the prefilter. It should come out rapidly. If just a slow flow or trickle, the filter is clogged or the pressure is very low; verify the pressure.

**Solution:** Change the prefilter and see if the production time improves (see next question for verifying the GPD). Explain the importance of changing the prefilter. If the production does not improve, the RO membrane may be fouled or scaled. See next question.

### 4. How old is the RO membrane?

- more than 3 months old**       **less than 3 months old** (skip to next question)

**Action:** Check the production rate of the membrane by leaving the faucet in the open position (the storage tank may need to be shutoff if the customer doesn't want to waste the water in the tank). Once a steady flow rate is achieved, use a measuring cup to measure how much water is collected in one minute and convert that to gallons per day. If the flow is less than 1 ounce per minute, measure for two minutes then divide by two.

Ounces per minute x 11.25 = gallons per day

52350 specification: 16 - 24GPD @ 60psi @ 77F 52308 specification: 9 - 13GPD @ 60psi @ 77F 50841 specification: 8GPD minimum @ 60psi @ 77F

**Solution:** If the GPD is in spec, explain using the above flow rate test that this is how fast the membrane produces water and that pressure and temperature effects the production rate.

After considering the temperature and pressure of the tap water, if the flow rate is below specification, the hardness of the water should be verified to see if the membrane may be scaling.

If the membrane is not producing any water at all, see the next question and if that does not work, replace the membrane or have it sent in for analysis.

## Problem: Leaking Filters

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**Solution:** Inspect bottom O-ring. Replace if damaged. (Item #51045)

## Problem: Black Specks in Water (carbon fines)

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**Solution:** This is normal and should disappear with use. If the specs continue, replace the postfilter.



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