

David Miller  
Shaklee - Independent Distributor  
1490 Bat Roost Rd  
Manchester, Ohio 45144  
937-779-0046

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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/>

# Undercounter RO Systems

## Problem: Leaking From Faucet (Air Gap)

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### Probable Causes

- Installation error (hole in drain pipe not drilled)
- Obstruction in drain tubing or drain
- Clogging air gap
- Kinked drain tubing
- Flush valve open

### Dialog

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#### 1. Has the system just been installed?

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

**Action:** Turn the feedwater to the system off. Disconnect the tube going to the drain pipe. Check to see if there has been a hole drilled into the pipe and that the drain saddle fits properly over it.

**\* TIP:** place a pencil or thinner object through the drain clamp fitting to check for the hole.

**Result:** No hole was drilled.

**Solution:** Follow the installation instructions to mark and drill a hole in the drain pipe for the water to properly drain.

**Result:** There is a hole.

**Solution:** With the drain tubing still detached, turn the feedwater back on. If water comes out of the drain tubing, reattach it to the drain fitting on the drain pipe. If the water continues to come out of the faucet (air gap), make sure the drain clamp is properly aligned so that the water can pass through it into the hole in the pipe. See the Owner's Manual for the proper location of the drain saddle.

#### 2. Have you moved items under the sink around that might have resulted in kinking the drain tubing?

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

**Action:** Check to see if the the drain tubing has been kinked. The tubing should make a gradual slope to the drain, not meandering around the cabinet (which indicates that too much tubing has been used).

**Solution:** If the tubing is kinked, straighten out the tubing and shorten it if necessary, making a clean, straight cut.

#### 3. Has your drain clogged up recently?

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

**Action:** The drain tubing may be clogged.

**Solution:** Disconnect the drain tubing and inspect for clogging. Remove the obstruction and reconnect.

**Note:** Make sure that the drain clamp has been installed in the correct position as shown in the Owner's Manual. The clamp should not be located too close to the garbage disposal.

#### 4. Is the flush valve open? (51010 only)

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

**Action:** Close the flush valve.

**Solution:** The air gap module (black plastic base) on the faucet may be plugging up with mineral deposits. (See next question)

## 5. Are there chalky deposits around the faucet where the water is leaking?

- yes**       **no**

**Action:** The air gap of the faucet is building up with mineral deposits. The tap water may be high in hardness minerals, which are then concentrated by the RO system.

**Solution:** Replacing the faucet is the easiest thing to do. Otherwise, one may attempt to clean it. Remove it and soak it in hot water followed by washing it with a mild detergent.

## Problem: UC Model #51010 Doesn't Flush

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**Solution:** If tank is full, unit won't flush because water is shut off. Leave lever in flush position and open BestWater faucet to eliminate enough water for flushing to begin and for unit to start refilling. Close faucet and continue flush.

## 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 just been installed?

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

**Action:** Make sure the feedwater valve and storage tank valves are open.

**Result:** Either valve was closed.

**Solution:** If the system has just been installed and the first storage tank full of water has not been discarded, allow the system to operate for several hours and discard a full tank of water. Otherwise, the system is ready to use.

#### 2. Move or lift the storage tank. Is it heavy or light?

- heavy**       **light** (skip to next question)

**Action:** Open the faucet and leave it in the opened position. If a continuous trickle of water comes out, the system is making water normally.

**Solution:** Explain that the storage tank holds about 2 gallons of water and that when it is emptied, the system will take a while to refill it.

#### 3. 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.

#### 4. 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 (77F), 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. See Temperature Correction Chart to predict membrane behavior at different temperatures.

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.

#### 5. 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.

#### 6. 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: UC Shut-off Not Working

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**Solution:** To check if shut-off is working, close ball valve on tank, wait 5 minutes, then open valve down. If unit does not flush, shut-off is activated. Open faucet, if system starts



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