

# HANS<sup>®</sup>

Premium Water

# NEWSLETTER

JULY 2023 / Vol 1

## WELCOME TO HANS PREMIUM WATER

Welcome to the inaugural HANS Newsletter. This, and each subsequent newsletter, will contain information to keep you informed and up to date with information to help you grow your business with HANS products. The newsletters will include: Did You Know facts, New product releases, best practices, and beneficial reminders.

We are excited about our partnership with you and look forward to a mutually beneficial and prosperous relationship. Your extensive experience, industry knowledge, and exceptional reputation make you a valuable addition to our network of authorized distributors. We firmly believe that your commitment to excellence and customer satisfaction aligns perfectly with our core values and objectives. As an authorized distribution partner, you will have access to a comprehensive range of benefits and resources.

## HANS SUPPORT AND COMMUNICATION

Our team will provide you with extensive product training, technical support, and marketing materials to equip you with the knowledge and tools needed to effectively promote and sell our water treatment systems. We are committed to working with you to ensure your success and maximize our collective potential in the market. Moreover, we value open communication and feedback. Your insights, suggestions, and observations will be invaluable to us as we strive for continuous improvement and innovation. Together, we can identify new opportunities, address challenges, and enhance our products and services to better serve your customers. As always, please reach out to your Account Executive with questions or ideas for future newsletters. HANS thanks you for your commitment to our products and we are excited to be working with you.

## 5 Things That Differentiate HANS Premium Water from the Rest:

### Attractive Modular Design

Water treatment has been designed in a similar fashion for the past 50 years. HANS has changed that with its sleek, technologically advanced design which is engineered to grow in modules as needs evolve. Modularity also enables maintenance to be performed without interrupting total production.

### Customizable Configurations

HANS water treatment solutions are designed uniquely for each situation by utilizing combinations of media and technologies and can be configured to fit in even the most challenging spaces.

### High Performance in a Small Space

More output, less waste per square foot. HANS water treatment systems can treat higher levels of contaminants, produce more output, and waste less water than other treatment systems while minimizing the amount of space needed for that production.

### High Recovery Rates

Reverse Osmosis systems with up to 95% recovery rates means your customers need less inlet water to produce the output they need, and less wastewater goes down the drain thus minimizing both water and sewage expenses.

### Intelligence by Design

With numerous sensors designed into each system, HANS modules can monitor changing conditions. Adjustments are made via software thus reducing the need for operator monitoring and manual intervention. All information is made available for remote monitoring via the comprehensive App.



**HANS**  
Premium Water

*"Move forward.  
Good things are  
up ahead."*

# Current UPDATES

## Introduction to the Current Updates

On this page each month we will share any new product announcements, enhancements, updates, and/or a reminder of some best practices. This month's edition summarizes some updates that have been made to the Mobile App and a reminder of some "best practices". If you have not done so already, please go to the applicable App Store (Apple or Android) and download the "HANS Premium Water - Model 2" Application for your phone. This app will support all HANS systems.

## Best Practices

In this section, we will provide some reminders and suggestions for "best practices" that we have learned, or we have heard from some of our Distribution Partners. These will often focus on process reminders, service reminders, and suggestions to help your sales efforts. Please share any ideas you have with your HANS Account Executive, and we may include your ideas in a future newsletter.

As mentioned, one of the recent updates to the HANS Mobile App displays the current software version running on any given machine. To ensure each machine is running the most current version of software, make sure each unit is first connected to Wi-Fi and then run an Over-the-Air (OTA) update at the time of installation and then during each service visit. If a machine is not connected to Wi-Fi, a phone "hotspot" can be used temporarily to run the OTA update. Staying up to date with the most current version is important as many of a unit's functions are controlled by software. An example of one of the recent updates is a new Automated Permeate Flush based on increases in Outlet TDS. In this update, the system will conduct an automated flush utilizing permeate water if the system detects outlet TDS >25% of the inlet TDS OR outlet TDS is above 500. This helps protect membranes from fouling and improves system performance.

## Key Updates recently made to the HANS Model 2 App

1. Displays the Drain and Flush Valve state (Highlighted in the lower green box on the second image.)
2. Displays the Pump RPMs (Highlighted in the upper green box on the second image)
3. Displays the current software version.

