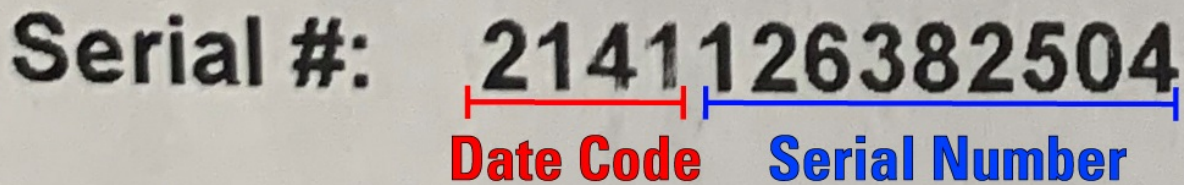November 10, 2021

Good Morning Water-Right Group Customers!

With more than a full month of SAP integration under our belt here at Water-Right, we would like to thank all of you for your flexibility and understanding as we continue to adapt to this new way of doing business.

We are continuing to receive and process feedback from our customers regarding newly implemented procedures. In this notice, we will address two particular changes associated with our SAP conversion that may impact you directly.

Serial Numbers

Serial numbers on all units and product boxes will look a little different than you may be used to. While you might have encountered this already, numbers that are serialized within SAP have a four-number date code at the beginning. The actual serial number is contained within the nine digits following the date code. Please see the image below.

Serial #: 2141 126382504
Date Code   Serial Number

The four-digit date code contains the year in the first two digits and the week of the year in the second pair of digits.

Please also note that the date code in front of the serial number on the box sticker, on the valve sticker, and on the invoice may not match. We are inquiring to see if this is something that can be fixed in the future.

Regardless, in most situations the date code can be ignored since the **actual unit's serial number is contained within the last nine digits.**

Filter Option Codes

If you have ordered a filtration unit recently, you may have noticed a "99" in the third option (brine tank) code field where traditionally there was a "00".

SAP defaults to using a "99" code for all filtration units to indicate that a brine tank will not be included with the order. This process is done automatically and does not require you to indicate this option code when ordering a unit.

The "XX" option code works similarly as a placeholder and is inputted automatically by the system depending on the unit type. A "XX" code may appear at the beginning or at the end

of some option codes. Like the "99" code, no action is required on your part.

Below is an example of what an air filter's option code will look like. Take note of the third and eighth option code fields.

BASE MODEL (BSD-2): IMPAIR-1354
OPTION CODES: 00-00-99-MG-DH-00-00-XX

Thank you for your ongoing cooperation as we adjust to this new system. We will continue to communicate new features or known issues as we encounter them.

-The Water-Right Group