xylem

Let's Solve Water

GLOBAL**E**NTERPRISE**C**ONTENT**M**ANAGEMENT

"Create Once, Reuse Anywhere"

xylem

Let's Solve Water
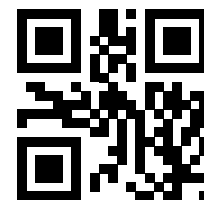
Table of Contents

1 Introduction

1.1 About the Style Guide

Usage and users

The Style Guide establishes and enforces style to improve communication. It is used together with Acrolinx.

Acrolinx is a linguistic analytics software that has some of these functions:

- It finds and suggests terms, phrases, and sentences that reduce the understanding of the information.
- It finds and suggests terms from the Xylem terminology database to create alignment in Xylem documents.
- It finds and suggests reusable terms, phrases, and sentences from the Xylem reuse database to create alignment in Xylem documents.

The Style Guide applies for all Xylem documents and translations. It is created for writers, subject matter experts, translators, terminologists, and reviewers.

General guidelines

The Style Guide primarily supports writing in the source language, US English, with rules and examples. The writer can be a native or non-native English speaker; the selection of rules reflects both these situations.

The Localization Style Guide

Localization is the adaptation of a product or service to a particular region, culture, or language. The Localization Style Guide is introduced in the next version, providing country-specific guidelines and examples to get correct translations and localization of the source text.

Revisions

The Style Guide is revised when necessary.

Revision	Date	Author	Change description	Major or minor change
1.0	2011–04–12	Kristina Brinck, Ragna Hellblom	-	Major
2.0	2015–09–14	Sharlene Siljander Axelsson, Ragna Hellblom	Revamped Style Guide	Major
3.0	2015–10–14	Sharlene Siljander Axelsson	Added Orthography in different conditions	Minor
4.0	2016–03–16	Sharlene Siljander Axelsson	Added Sentences, Parallelism, tautology, and Appendix	Major
5.0	2016–08–29	Sharlene Siljander Axelsson	Added Noun clusters, and updated Slashes and parentheses, Relative pronouns, Tenses and Punctuation	Major
6.0	2017–01–12	Sharlene Siljander Axelsson	Added Minimalism, and updated Active and passive voices, and Accuracy of Words	Major

Revision	Date	Author	Change description	Major or minor change
7.0	2017–02–06	Sharlene Siljander Axelsson	Added Authoring Guidelines style issues	Minor
8.0	2017–05–17	Sharlene Siljander Axelsson	Updated "Above" and "below"	Minor
9.0	2018–09–28	Sharlene Siljander Axelsson	Added Verbs v noun phrases	Major
10.0	2019–02–18	Sharlene Siljander Axelsson	Added Double negatives, and Dangling and Misplaced Modifiers, and updated Active and passive voices, Punctuation, Hyphenation, and Abbreviations	Major

Reference materials

The Chicago Manual of Style, 16th edition,*http://www.chicagomanualofstyle.org/home.html*, covers issues that are not available in the Style Guide.

These standards and related reference materials are used:

- Language codes: ISO 639-1
- Country codes: ISO 3166-1
- Quantity and units: ISO 80000
- 89/392/EEC machinery directive; 93/68/EEC CE marking directive
- 89/336/EEC EMC directive; 73/23/EEC low voltage directive

The software for measurement conversions is *http://joshmadison.com/software/convert/*.

Other guidelines

- Information Model
- Authoring Guidelines
- Authoring Procedures
- Graphics Guidelines

2 Legality and Trademark

2.1 Guidelines

Not for translation

The translation of trademarks is not permitted. Some trademarks can be substituted with target language equivalents. A local equivalent may or may not be a literal translation of the English trademark.

The following are examples of exceptions:

- Transliteration for non-Latin alphabet must have the approval of the legal department.
- English texts in slogans and tag lines that are not understandable to the non-native English reader can be substituted with target language equivalents. However, the translation must have the approval of the legal department.

Xylem trademarks

- Use ® or ™ for all trademarks.
- Use the applicable symbol to protect legal rights and to avoid legal entanglements.

Trademark usage	Applicable trademark
• It is registered in the US. • It remains in English.	®
It is translated.	™

3 Readability

3.1 "Above" and "below"

Avoid the words "above" and "below". It is important that the information is as stand-alone as possible for these reasons:

- Enable reuse and restructuring of small pieces of information
- Avoid any error in case of changes in output styling

Added or removed content or different amounts of words in the language versions make it difficult to predict page breaks.

Table 1: Examples

Correct example	Incorrect example
The following table illustrates this procedure.	The table below illustrates this procedure.
The numbers in parentheses refer to the steps illustrated in <xref>.	The numbers in parentheses refer to the steps illustrated in the figure above.
This table shows the cable data.	The table below shows the cable data.

3.2 (s)

Do not use parentheses to indicate that a noun can be singular or plural. Instead, use the plural form.

Correct example	Incorrect example
Jack up the axles.	Jack up the axle(s).
After a power failure, the operating system automatically checks the disks.	After a power failure, the operating system automatically checks the disk(s).

3.3 Slashes and parentheses

Slash and parentheses can lead to ambiguity and confusion. Use parentheses only in exceptional situations, for example, ground (earth) and 1 kg (2.2 lb).

Correct example	Incorrect example
Some applications have special bandwidth or delay requirements.	Some applications have special bandwidth and/or delay requirements.
A +24 V output is provided for control with an alarm lamp or a buzzer, or both.	A +24 V output is provided for control of an alarm lamp and/or a buzzer.
This fault raises an alarm but does not change the behaviour of the controller. The primary level is still used for control purposes.	This will only raise an alarm and will not change the behaviour of the controller (ie. the primary level will continue to be used for control).

3.4 Two-part verbs

Translation is easier if both parts of a two-part verb are together.

Correct example	Incorrect example
Turn down the switch for low speed range.	Turn the switch down for low speed range.

3.5 Relative pronouns

- Do not omit relative pronouns such as "that" and "which". If the relative pronouns create too many embedded clauses and an overly complex sentence, then the Acrolinx rule does not flag.

Correct example	Incorrect example
The pump mode that the station operates in	The pump mode the station operate in

- Use "that" and "which" in these types of relative clauses:

Relative pronoun	Relative clause	Usage	Punctuation mark	Example
That	Restrictive	If left out, this clause affects the meaning of a sentence.	Do not encapsulate this clause with commas.	She held out the hand that was hurt.
Which	Non-restrictive	If left out, this clause does not affect the meaning of a sentence.	Encapsulate this clause with commas.	Precious stones, which are expensive, often elicit forgiveness.

3.6 Demonstrative pronouns with nouns

- Use a corresponding noun after "this, that, these, those".

Correct example	Incorrect example
This action does not have a negative effect on the accessories.	This does not have a negative effect on the accessories.
Looking straight into the laser beam can cause severe eye damage.	Do not look straight into the laser beam. This can cause severe eye damage.

- Do not use "the following".

Correct example	Incorrect example
Follow this procedure to configure a LON server:	Configure the following in a LON server:

3.7 Noun clusters

Noun clusters are long noun phrases that consist mostly of noun adjuncts or adjectival inflections. Long noun clusters are difficult to understand and translate.

Do not make noun clusters of more than three words.

Correct example	Incorrect example
Calibration of the resistance of the runway light connection	Runway light connection resistance calibration
Adjust the door-operating rod until it is aligned with the point to which it is attached.	Adjust to obtain door operating rod alignment with the attachment point.
The bolt that attaches the uplock to the nose landing gear is ...	The nose landing gear uplock attachment bolt is ...

3.8 Embedded sentences

Do not use more than two clauses. Longer sentences are harder to understand than shorter sentences.

Correct example	Incorrect example
A standby pump that is triggered does not alternate when it stops. Instead, the standby pump runs as the duty pump in the next cycle.	If a standby pump is triggered, then it will not be alternated when it stops, meaning that it will be due to run as the duty pump on the next cycle.
By default, the internal flash memory is used. Based on the number of event logs that are defined, this memory stores xx weeks of data.	By default, the internal flash memory is used, which stores several weeks of data, depending on the number of event logs defined.

3.9 Misplaced and dangling modifiers

A misplaced modifier is a word, phrase, or clause that is improperly separated from the word it modifies or describes.

Correct example	Incorrect example
I eat a dish of cold cereal for breakfast everyday.	I eat a cold dish of cereal for breakfast everyday.
Raymond wore his purple shirt, which was unfortunately stained with yellow mustard, to the job interview.	Raymond wore his purple shirt to the job interview, which was unfortunately stained with yellow mustard.
I know a man named Smith with a wooden leg.	I know a man with a wooden leg named Smith.

A dangling modifier is a phrase or clause that is not clearly and logically related to the words it modifies. It generally appears at the beginning of a sentence. Unlike a misplaced modifier, a dangling modifier cannot be corrected by moving it to a different place in a sentence.

Correct example	Incorrect example
An object traveling at the speed of sound will reach the moon in approximately 320 hours.	When traveling at the speed of sound, the moon is approximately 320 hours away.
While I was putting on my clothes, a mouse ran across the floor.	Putting on my clothes, a mouse ran across the floor.

3.10 Double Negatives

Use only one negative word to express a negative idea. Two negative words that expresses one negative idea creates a positive rather than a negative interpretation.

Correct example	Incorrect example
Since no one was ever around to record anything, the algorithms cannot be calibrated and verified against reality.	Since no one was never around to record nothing, the algorithms cannot be calibrated and verified against reality.
I disagree completely.	I could not disagree more.
I feel good.	I do not feel bad.

3.11 Condition and goal before action

If a sentence has a goal or a condition, place the goal or the condition before the action.

Correct example	Incorrect example
To operate, some applications require certain versions of these releases.	Some applications require certain versions of these releases in order to operate.
If the steering lock is still engaged, the vehicle cannot be steered.	The vehicle cannot be steered if the steering lock is still engaged.

4 Voice

4.1 Impersonal style

Do not write in the first, second and third person. The following pronouns are some examples:

Point of view	Pronoun
First person	I, we
Second person	You
Third person	He, she, it, they

Correct example	Incorrect example
Lift all the parts into the tank and deposit them on the platform before work begins.	Lift all the parts into the tank and deposit them on the platform before you start work.
The supplier can change the default settings.	The supplier can change his default settings.

4.2 User

Avoid the word "user" in documentation. Use direct address instead.

Correct example	Incorrect example
Enter the correct syntax for the command string and press ENTER.	When entering commands, the user must be careful to use the correct syntax. When you have finished entering the command, press ENTER.

5 Simplicity of the Language

5.1 Tenses

Usage

Use verbs to make the following tenses:

- Infinitive
- Imperative
- Simple present tense
- Simple past tense
- Past participle as an adjective
- Future tense

Simple present and past tenses

Use the simple present and past tenses where possible.

Past participle

- Use the past particle only as an adjective, either with a noun or after the verbs "to be" and "to become".

Correct example	Incorrect example
Connect the disconnected wires.	-
The wires are disconnected.	The wires are being disconnected.
The wires become disconnected.	The wires have become disconnected.

- Do not use the past participle with a form of the verb "to have".

Correct example	Incorrect example
Adjusted	Has adjusted
Was adjusted	Has been adjusted

Future tense

- Avoid the future and future passive tenses.

Correct example	Incorrect example
If the Security Id field is not populated for a tab, then there are no security constraints on the tab.	If the Security Id field is not populated for a tab, then there will be no security constraints placed on that tab.

- Use the future tense only for software and even then, sparingly, to indicate a definite future event.

5.2 Hidden verbs

Avoid verbs that are converted into noun phrases.

Wordy sentence	Suggested alternative
The General Accounting Office made a recommendation that we take the programme under review.	The General Accounting Office recommended that we review the programme.
Mrs Doe came to an agreement with her employer regarding a compensation scheme.	Mrs Doe agreed with her employer on a compensation scheme.
They remain in contradiction with themselves.	They contradict themselves.

5.3 Active and passive voices

- Always use the active voice in procedural writing and as much as possible in descriptive writing.
- Use the passive voice in descriptive writing when there is no agent or the agent is not important. Even so, avoid the passive voice as much as possible as it creates localization issues.
- Use the active voice to prevent dangling modifiers.

Correct example	Incorrect example
Her ears were examined for damage with an otoscope.	Using an otoscope, her ears were examined for damage.
Results from previous tests were used to determine the initial estimates.	Determining the initial estimates, results from previous tests were used.

Correct example	Incorrect example
The following are the entry definitions.	The following entries can be defined.
The mechanics have repaired the car.	The car has been repaired by the mechanics.

5.4 Need to

Use "must" or the imperative instead of "need to" to indicate that an action has to be performed.

Correct example	Incorrect example
The system administrator must reboot the machine after the application is installed.	The system administrator needs to reboot the machine after installing the application.
Switch on the light.	You need to switch on the light.

5.5 Complex words

Use words that are easy to understand.

Complex word	Suggested alternative	Correct example	Incorrect example
absence	none not no	If none of the measurements are available, then ... When measurements are not available ... Where no measurements are available, the recommendation is to rely on ...	In the absence of measurements, one has to rely on ...
attempt	try	If this is unsuccessful, the unit will try to call the same number x times. There is a pause between each call.	If this is unsuccessful, the unit will make further attempts to call the same number, with a pause between each attempt.

The table shows other examples of complex words and simpler alternatives:

Complex word	Suggested alternative
accomplish, implement	do
accurate	correct
additional	more
assistance	help
relocate	move
subsequent	later next
thereafter	then

Complex word	Suggested alternative
thus hence therefore	as a result
utilise	use

5.6 Redundant words

- Use simpler alternatives to wordy phrases. The table shows some examples:

Wordy phrase	Suggested alternative
despite the fact in spite of the fact	although though
with regards to with reference to with respect to	about
at all times	always
a number of	some
as a means of	to
it is important that	must
in the event that in the event of in the case of provided that	if
in order to for the purpose of	to
in order that	so so that

- Avoid tautology. The table shows some examples:

Tautological phrase	Correct alternative
close proximity	proximity
PIN number PIN code	PIN
necessary requirement	requirement
repeat again	repeat

5.7 Prefix "re"

Avoid the prefix "re". It can be ambiguous and create confusion during translation. Substitute the prefix in the following ways:

- Use the root word + "again".
- Use another word.
- Rewrite the sentence.

"Re-" word	Suggested alternative	Correct example	Incorrect example
readjust	adjust	Replace or adjust again the mechanical seal.	Replace or readjust the mechanical seal.
reassemble	assemble	Assemble all the inspection covers again.	Reassemble all inspection covers.

"Re-" word	Suggested alternative	Correct example	Incorrect example
rebuild	assemble build	If the impeller is equipped with shims, note the quantity and thickness. Compare them when the impeller is assembled again.	Remove the impeller shims (if any are fitted) noting the number and thickness for comparison on rebuild.
recover	cover collect get back	To get back the heat of the withdrawn sludge using a heat exchanger, it is necessary to assess the heat drop over the heat exchanger.	If it is desired to recover the heat of the withdrawn sludge by means of a heat exchanger, proper assessment of heat drop over the heat exchanger is essential.
refill	fill	Fill again with the correct grade of oil.	Refill with the correct grade of oil.
refit	install repair	Install the plug onto the pump housing.	Refit the plug to the pump housing.
regrease	apply lubricate	Lubricate the bearings every 2000 operating hours or every three months.	Regrease bearings every 2000 operating hours or every three months.
reinstall	install	Turn the propeller so that the recesses in the propeller hub and the pump housing are corresponding. Install the locking device vertically as shown in the figure.	Turn the propeller so the recesses in the propeller hub and the pump housing are corresponding and reinstall the locking device vertically as shown in the figure.
restart	start	In some situations, the system controller must be started again.	In some situations you may be required to restart the system controller.

6 Word Confusion

6.1 Gerund and the progressive tense

Avoid verbs that end with "-ing" because they are difficult to translate. The following situations are the exception:

- It appears after a preposition.
- It is made into a noun or an adjective from a verb.
- It is part of a two-part verb that forces the second verb to end with "ing", for example, stop writing and start listening.

6.2 Orthography in different conditions

Sometimes, the same term is written differently depending on the parts of speech or context.

Table 2: Back up, backup

Word	Condition	Example
back up	Verb	Back up the files before the computer is turned off.
backup	Adjective or noun	Save the backup copies on a floppy disk.

Table 3: Log on, log off, logon, logoff

Word	Condition	Example
log on	Verb	Enter the password to log on.
log off	Verb	Remember to log off from the network.
logon	Adjective or noun	Some networks support this logon feature. A single logon gives access to all the resources of the network.
logoff	Adjective or noun	The logoff function redirects the user to the default page.

Do not use these terms unless they appear in a software user interface:

- Log in
- Login
- Log onto
- Log off of
- Logout
- Sign off
- Sign on

Table 4: Run time, runtime, run-time

Word	Condition	Example
run time	Noun (time)	Enter and modify the data at run time.
runtime	Noun (environment)	The common language runtime is a key element of the .NET Framework.

Word	Condition	Example
run-time	Adjective	A run-time error is a software or hardware problem that prevents a program from working correctly.

Table 5: Set up, setup, Setup (the program)

Word	Condition	Example
set up	Verb	Unpack everything before the computer is set up.
setup	Adjective or noun	The setup time is 15 minutes. The office setup is ergonomically designed.
Setup (the program)	Noun	Run Setup before the other programs are opened.

Table 6: Time out, time-out

Word	Condition	Example
time out	Verb	The connection timed out.
time-out	Adjective or noun	If the connection is not made, a time-out event occurs. A time-out occurs if the connection is not made.

7 Tone

7.1 Apostrophes

Possessive form

Do not use the possessive form in technical documentation.

Correct example	Incorrect example
The most important capability of the unit is its amplification.	The unit's most important capability is its amplification.

Contractions

Do not use contractions in technical documentation.

Correct example	Incorrect example
Do not put the electric equipment under the shower.	Don't put the electric equipment under the shower.

7.2 Figurative language

Figurative language includes metaphors, similes, idioms, personifications, colloquialism, slangs, jargons and dialects. Do not use figurative language in technical documentation.

Correct example	Incorrect example
In summary, the meeting went well.	All in all the meeting went well.
Pull the handle slightly outward to release it from the secured position.	Pull the handle a little bit outward to release it from the secured position.
Turn on the controller.	Power on the controller.

7.3 Latin expressions

Do not use Latin expressions to avoid confusion.

Correct example	Incorrect example
One weakness of this model is that an improvised damping function is required for correct results.	One weakness of this model is that an ad hoc damping function is required for proper results.
Clean screens with the appropriate aids, for example, telescopic extractor tools.	Clean screens with appropriate aids (e.g. telescopic extractor tools).

8 Non-native Style

8.1 Articles

- Always use the definite and indefinite articles.
- Do not use telegraphic style.

Correct example	Incorrect example
Create a new configuration.	Create new configuration.
Turn the crank to start the motor.	Start motor by turning crank.

8.2 Subject-verb agreement

The subject of the sentence must agree with the verb in number.

Correct example	Incorrect example
The interface module is ready.	The interface module are ready.
The pumps only start during high inflow situations.	The pumps only starts during high inflow situations.

9 Consistency

9.1 Range of numbers

- Use "from" and "through" to describe inclusive ranges of numbers, except in a range of pages.
- Use an en dash to separate ranges of numbers where there is space limitation.
- Do not use "from" before a range that is indicated by an en dash.
- Do not use "between" and "and" to describe a range of numbers.

Correct example	Incorrect example
The channels from 9 through 17.	The channels between 9 and 17.
1985–1990	... from 1985 - 1990
Copyright 1985–1990	Copyright 1985 to 1990

9.2 Numbers

- Spell out zero to ten.
- Use numerals for 11 and above.
- Use numerals for zero to ten in the following situations:
    - If the number contains a decimal point
    - If the number is followed by a unit of measurement
    - If the number is part of a series or range of numbers

Correct example	Incorrect example
15 pumps	Fifteen pumps
8 bits	Eight bits
4, 6 or 11 valves	Four, six, or 11 valves

9.3 Separators in numbers

In numbers of five digits or more, use spaces after every three digits, counting from the decimal marker towards the left and right.

Correct Example	Incorrect Example
8012	8,012 8.012 8 012
14 550	14,550 14.550
43 279.168 29	43,279.168 29 43 279.168 29

9.4 Ordinals

- Spell out first to tenth.
- Write first to tenth as ordinal numbers if they are part of a list or range.
- Write the ordinal numbers 11th and greater as digits.
- Do not write ordinals in dates.

Correct example	Incorrect example
The third module.	The 3rd module.

Correct example	Incorrect example
1st, 2nd, and 3rd prize winners receive medals.	First, second, and third prize winners receive medals.
January 1 is New Year's Day.	The first of January is New Year's Day.

9.5 Abbreviations

Do not use unacceptable abbreviations.

Correct example	Incorrect example
This setting indicates the directory number to which all calls are forwarded.	This setting indicates the directory no. to which all calls are forwarded.
Before testing, the volume must be set to low.	Before testing, the vol. should be set to low.

9.6 Acronyms

Write all acronyms in full for the first time. If the acronym is familiar and goes without explication, use the acronym first and write the full name in parentheses. Do not introduce the term first as an acronym, then as a full term in a later topic. Another method is to include the acronyms in a glossary in the beginning of the document.

Correct example	Incorrect example
The module has two light-emitting diode (LED) indicators, A and B.	The module has two LED indicators, A and B.

The table shows examples of acceptable acronyms and the meanings:

Acronym	Full term
DN	Nominal diameter
HVAC	Heating, ventilating and air conditioning
ID	Inside diameter
IPS	Iron pipe size
NPT	National Pipe Thread Taper
OD	Outside diameter

Write acronyms in the plural with a lower case "s".

Correct example	Incorrect example
IDs	IDS ID's ID:s

9.7 Parallelism

It is important to be consistent and use the same style of words in a series of items in any element. The list shows some examples of these elements:

- Topics
- Lists
- Tables
- Headings
- Sentences, phrases, and terms

The same role or status must have the same structure and appearance. This principle of parallel construction applies to the contents within a topic and similar contents in more than one topic.

Spelling of terms and labels

Be consistent in the spelling of terms and labels. Spelling variations cannot exist within the same document. The following shows an example from a single source:

Correct example within a document	Incorrect example within a document
I/O I/O Setup	I/O IO Setup

Structure in sentences

Be consistent in the structure of sentences.

Correct example	Incorrect example
My degree, my work experience, and my ability to complete complicated projects qualify me for the job.	My degree, my work experience, and ability to complete complicated projects qualify me for the job.
This report is intended for people with some electronics background but with little or no knowledge of geophysical prospecting.	This report is intended for people with some electronics background but have little or no knowledge of geophysical prospecting.
The boy likes hiking, swimming, and riding a bicycle.	The boy likes hiking, swimming, and to ride a bicycle.
The coach told the players to get more sleep, not to overeat, and do some warm-up exercises before the game.	The coach told the players that they should get a lot of sleep, that they should not eat too much, and to do some warm-up exercises before the game.

Structure in tables

Be consistent in the structure of information in table cells. Begin the sentence in each cell with the same part of speech.

Table 7: Correct example

Parameter	Description
Assign	The button that is used to create the same delays for all the profiles.
Alarm delays	The delay that is used for the alarms for the different alarm levels.

Table 8: Incorrect example

Parameter	Description
Assign	Click this button to use the same delays for all profiles.
Alarm delays	The delay that is used for alarms for the different alarm levels.

Structure in lists

Be consistent in the structure of information in lists. These rules apply:

- A list must have at least two items. A list with only one item must take the form of a sentence.
- All elements in a list must consist of sentences, phrases, or words but not a mixture of them.
- All elements in a list must have the same form.
- All elements in a list must have equal punctuation marks.
- All stem sentences must end with a colon.
- Stem sentences are not necessary if they do not add value.

Correct example	Incorrect example
- Prepared the weekly field payroll - Handled the material purchasing, expediting, and returning - Recorded the OSHA regulated documentation - Processed the change orders - Maintained the hard copies of the field documentation	- Prepared weekly field payroll - Material purchasing, expediting, and returning - Recording OSHA regulated documentation - Change orders - Maintained hard copies of field documentation
A dictionary gives this information: - Word meanings - Pronunciations - Correct spellings - Irregular verbs	A dictionary gives this information: - Word meanings - Pronunciation - Correct spelling - Looking up irregular verbs

10 Correctness

10.1 Punctuation

Commas

- Use commas to set off non-restrictive, that is, parenthetical and non-essential, and transitional words, phrases and clauses.

Correct example	Incorrect example
Moreover, small particles do not seem to exist in the water until it is broken up.	Moreover small particles do not seem to exist in the water until it is broken up.
Provide a suitable barrier around the work area, for example, a guard rail.	Provide a suitable barrier around the work area, for example a guard rail.
The students, it turns out, were all hiding the mascot.	The students it turns out were all hiding the mascot.
The committee gave the award to a senior, John Smith.	The committee gave the award to a senior John Smith.

- Use commas to set off introductory clauses and phrases.

Correct example	Incorrect example
Before mounting the impeller, check that the sleeve moves freely up and down by pushing on it.	Before mounting the impeller check that the sleeve moves freely up and down by pushing on it.
For the first time, he won a prize.	For the first time he won a prize.

- Use serial commas, also known as Oxford commas, to separate a list of three or more items by placing a comma before "and", or consider using a list with bullets.

Correct example	Incorrect example
All surfaces must be free of pumped fluid, dust, oils, and contaminants.	All surfaces must be free of pumped fluid, dust, oils and contaminants.
My favourite opera composers are Verdi, Puccini, Mozart, and Gilbert and Sullivan.	My favourite opera composers are Verdi, Puccini, Mozart and Gilbert and Sullivan.

- Do not use commas to join two independent clauses, also known as comma splices. Instead, separate the sentences, or use conjunctions or in non-technical documentation, semi-colons.

Correct example	Incorrect example
Jim usually gets on with everybody. He is an understanding person. Jim usually gets on with everybody because he is an understanding person. Jim usually gets on with everybody; he is an understanding person.	Jim usually gets on with everybody, he is an understanding person.

Periods

- Use periods to end all complete sentences.
- Do not use periods with list items that are not complete sentences.
- Use periods to mark the decimal point in measurements. Do not use a comma for this purpose.

Semicolons and em dashes

Do not use semicolons and em dashes in technical documentation. Instead, rewrite the information.

10.2 Hyphenation

Prefixes with hyphenation

Use a hyphen with prefixes in the following situations:

- If the absence of a hyphen results in a combination of vowels and consonants that confuses or affects readability
- If the second element is a proper noun
- If the prefix ends in a vowel and the word that follows begins with the same vowel. Exceptions include the prefix "co".

Correct example	Incorrect example
non-operational	non operational
non-Acrobat	non Acrobat
- pre-empt - re-emphasize - de-emphasize - multi-institutional	- Preempt - Reemphasize - Deemphasize - Multiinstitutional
- coordinate - coordination - cooperate - cooperation	- co-ordinate - co-ordination - co-operate - co-operation

Prefixes without hyphenation

Do not hyphenate words that begin with these prefixes:

- re
- sub
- un

Correct example	Incorrect example
reevaluate	re-evaluate
subfolder	sub-folder
undo	un-do

These exceptions apply to the prefixes "sub" and "un":

- Before a capitalized word or numeral
- Before a compound term
- Between combinations of letters or syllables that can cause misreading

Compound words

Do not write combined words that form a noun with a hyphen, except if the combined words describe the noun.

Correct example	Incorrect example
back office (noun)	back-office (adjective)
end user	end-user
real time	real-time (adjective)
rose-tinted glasses	rose tinted glasses

Verbs

Do not hyphenate compound words that form verbs.

Correct example	Incorrect example
follow up an issue	follow-up an issue

Measurements

Use a hyphen when a measurement is used as an adjective.

Correct example	Incorrect example
12-point type	12 point type
thirty-three thousandth part	thirty three thousandth part

10.3 Format

- Do not write in bold or italics. Instead, render them with tags.
- Do not write in all-caps unless they are the following exceptions:
  - Approved abbreviations and acronyms
  - The word, NOT, in hazard statements with "do not"
- Do not use asterisk.

10.4 Sentences

Complete sentence

A complete sentence is a main clause that can stand alone. It always contains at least these components:

- A subject
- A verb
- An expression of a complete idea

A sentence fragment is an incomplete sentence that is disconnected from the main clause and cannot stand alone. It does not contain any one of these components:

- A subject
- A verb
- An expression of a complete idea

Correct example	Incorrect example
The university offers many majors in engineering, such as electrical, chemical, and industrial engineering.	The university offers many majors in engineering. Such as electrical, chemical, and industrial engineering.
Classes start after the weekend.	Start after the weekend.
The ultimate effect of all advertisements is to sell the product.	With the ultimate effect of all advertisements is to sell the product.

Stem sentence

A stem sentence must stand alone. It appears in these ways:

- A complete sentence followed by a colon
- A stand-alone noun phrase followed by a colon

10.5 Accuracy of words

Vague words

- Use words that are as specific as possible to avoid confusion or double entendre.

Vague word	Suggested alternative	Correct example	Incorrect example
dismantle	disassemble	Disassemble the tool and remove the bearing.	Dismantle the tool and remove the bearing.
dismount	disassemble	Never disassemble the quartz window!	Never dismount the quartz window!
fasten	attach connect	Assemble and connect the cable entry.	Assemble and fasten the cable entry.

Vague word	Suggested alternative	Correct example	Incorrect example
fix	attach set repair install	Replace or repair worn or damaged parts.	Replace or fix worn or damaged parts.

- Use words with only one meaning or at least, few meanings to avoid localization issues.

Vague word	Suggested alternative	Definition	Correct example	Incorrect example
using with	by using	by means of	Read the alarm.log file by using a text editor on a personal computer.	Read the alarm.log file using a text editor on a personal computer. Read the alarm.log file with a text editor on a personal computer.

Subjective words

Use words that make the information as specific as possible. Subjective words are interpreted differently.

Subjective word	Suggested alternative	Correct example	Incorrect example
avoid	do not prevent	Do not allow the heat to build up. To prevent leakage into the pump, check …	Avoid heat build-up To avoid leakage into the pump, check …
considerable	large important major dangerous	Clean your skin with a large quantity of water. Contamination of cabin air is an important problem. … is used when there is a risk that causes severe injury to people, death, or major damage to property. Hydraulic fluid is dangerous for the eyes.	Clean your skin with a considerable quantity of water. Contamination of cabin air is a considerable problem. … is used when there will be a risk to cause severe injury to people, death or considerable damage to property. Hydraulic fluid can cause considerable eye injury.
generous	large thick plenty	A large quantity of compound is necessary. Apply a thick layer of lubricant. In case of eye contact, immediately rinse with plenty of water.	A generous amount of compound will be necessary. Apply a generous amount of grease. In case of eye contact, immediately wash with generous amounts of water.
gently	carefully lightly	Carefully pull out the electrical wire from the rubber seal. Lightly knock the bearing casing with a club.	Gently pull out the electrical wire from the rubber seal. Gently knock on the bearing casing with a club.
handle	move touch hold install remove	Move the actuator with a hoist. Do not touch the printed circuit card. Hold the shaft key by the ends. Do not install or remove the back pull-out assembly unassisted.	Handle the actuator with a hoist. Do not handle the printed circuit card. Handle the shaft key by its ends. Do not handle the back pull-out assembly unassisted.
periodically	interval	Check this adjustment at intervals of x.	Check this adjustment periodically.
properly	correctly	The bearings are not lubricated correctly. Correctly earth (ground) all equipment.	The bearings are not lubricated properly. You must properly earth (ground) all equipment.

Subjective word	Suggested alternative	Correct example	Incorrect example
replace	replace + current object replace + new object	Replace the mechanical seal with a new one or adjust the mechanical seal again.	Replace or readjust the mechanical seal.
should	must if	The personnel must put on protective clothing. If a failure occurs, stop the test.	The personnel should wear protective clothing. Should a failure occur, stop the test.
suitable	applicable correct	Put the applicable tool in the slot. Put the correct plugs on the disconnected lines.	Inset suitable tool in slot. Blank disconnected lines with suitable plugs.

11 Measurements

11.1 Abbreviations

- Use standard abbreviations or write the units of measurement in full.
- Abbreviate units of measurement that accompany numeric values in the singular noun.
- Insert a space between the numeric values and the units of measurement.
- If the degree symbol accompanies the numeric value, do not insert a space.
- If different units of measurement accompany the numeric value, do not insert a space.

Spelled-out example	Correct example	Incorrect example
20 centimeters	20 cm	20 cm. 20cm 20cm.
6 inches	6 in	6 in. 6in 6in.
8 pound-force foot	8 lbf·ft	8 lbf.·ft. 8lbf.·ft. 8 lbf.-ft. 8lbf.-ft.
6 degrees Celsius	6°C	6 °C
6 feet 2 inches	6 ft 2 in	6' 2" 6'2"

11.2 Symbols

Do not use symbols as units of measurements as they can be wrongly rendered in different output formats. The exception is the symbol for degree, for example, 6°C.

11.3 Recurrence of measurement

Repeat the unit of measurement for two numeric values or more.

Correct example	Incorrect example
Use a 3.5–inch or a 5.5–inch disc.	Use a 3.5 or 5.5–inch disc.
The piece of wood measures 6.2 m by 4.3 m.	The piece of wood measures 6.2 by 4.3 m.
-50 V to +15 V	-50 to +15 V -50 V to +15

11.4 Capitalisation

Lower case

Use lower case to write units of measurement. This rule does not apply to units of measurement that starts a sentence.

Correct abbreviation	Definition
bar	Unit of pressure
cm	Unit of length expressed in centimeter
ft-lb	Unit of torque expressed in foot-pounds
gpm	Unit of flow expressed in gallons per minute

Correct abbreviation	Definition
hp	Unit of power expressed in horsepower
in	Unit of length expressed in inch
kg	Unit of mass expressed in kilogram
lpm	Unit of flow expressed in liters per minute
m	Unit of length expressed in meter
mm	Unit of length expressed in millimeter
psi	Unit of pressure expressed in pound force per square inch
psig	Unit of pound force per square inch gauge
rpm	Unit of rotational speed expressed in revolutions per minute
s	Unit of time expressed in second

Upper case

Capitalize the first letter of these units.

Correct abbreviation	Definition
Hz	Unit of frequency expressed in hertz
J	Unit of energy expressed in joule
kPa	Unit of pressure expressed in kilopascal
kW	Unit of power expressed in kilowatt
L	Unit of mass expressed in liter
Nm	Unit of torque expressed in Newton meter
V	Unit of electromotive force
W	Unit of power expressed in watt

11.5 Conversions

Original and converted measurements

- Write the original measurement, followed by the converted measurement in parentheses.
- Use this program for unit conversion: *http://joshmadison.com/software/convert/*.

Decimal marker and round-ups

Use the dot as the decimal marker. The table shows how different decimal places and round-ups are written.

Guideline	Example
Conversions usually have the same number of decimal places as the original values.	5.0 L (5.4 qt)
Numeric values in inches have one more decimal place than numeric values in millimeters.	1.3785 in (35.014 mm)
Tolerance values are critical and need high precision so they have several decimal places.	• Shaft OD: 1.3785 in (35.014 mm) • Inboard: 1.3781 in (35.004)
Torque values are not critical and can be converted without decimal places.	• Lubricated threads: 20 ft-lb (27 Nm) • Dry threads: 30 ft-lb (41 Nm)

12 Appendix

12.1 Common writing issues

The table shows some of the more common writing issues. The Style Guide does not address all the issues.

Common writing issue	Cross-reference
There is low readability and translation ability because of vagueness, poor word choice, grammar and structure, and incorrect tags.	This issue covers an extensive scope because of the sentence complexity, see *Readability* on page 6, *Parallelism* on page 19, *Sentences* on page 24, and *Accuracy of words* on page 24.
There is unnecessary use of the non-simple present tense, modal verbs and gerund.	See *Tenses* on page 10, *Active and passive voices* on page 11, and *Gerund and the progressive tense* on page 14.
There are redundant words, phrases, sentences, and topics.	See *Redundant words* on page 12.
There are missing and incorrect articles.	See *Articles* on page 17.
There is inconsistent and incorrect spelling of terms and labels.	See *Orthography in different conditions* on page 14.

12.2 Minimalism

In topic-based authoring, minimalism is not about brevity but the optimal use of text to improve readability and understanding for these reasons:

- Improve the message.
- Simplify the user experience.
- Decrease the print overhead.
- Save translation costs.

Minimalism focuses on these actions:

- Know the users.
- Remove unnecessary information.
- Focus on the user goals instead of product functionality.

The methodologies of minimalism and information mapping in Xylem technical writing guidelines are adapted for the Darwin Information Type Architecture (DITA) standard. The goal is to maintain high quality content and low translation costs.

Myth

Minimalism does not omit the use of articles. Articles are important for correct translation.

Context in the Style Guide

The Style Guide shows these examples of minimalism:

Rule	Cross-reference
Use the active voice.	See *Active and passive voices* on page 11.
Write short, simple sentences. • Do not use noun clusters. • Do not use embedded sentences. • Do not use semicolons.	Long sentences are difficult to read and translate. The maximum sentence length is 26 words. • See *Noun clusters* on page 7. • See *Embedded sentences* on page 7. • See *Punctuation* on page 22.
Avoid parentheses.	See *(s)* on page 6 and *Slashes and parentheses* on page 6.

Rule	Cross-reference
Use clear, simple, concise and precise words. • Avoid redundancy and repetition. • Avoid gerunds. • Practise orthography.	See *Tenses* on page 10, *Complex words* on page 11, *Prefix "re"* on page 12 and *Accuracy of words* on page 24. • See *Redundant words* on page 12. • See *Gerund and the progressive tense* on page 14. • See *Orthography in different conditions* on page 14.
Avoid figurative language.	See *Figurative language* on page 16.

Xylem |ˈzīləm|

1) The tissue in plants that brings water upward from the roots;
2) a leading global water technology company.

We're a global team unified in a common purpose: creating advanced technology solutions to the world's water challenges. Developing new technologies that will improve the way water is used, conserved, and re-used in the future is central to our work. Our products and services move, treat, analyze, monitor and return water to the environment, in public utility, industrial, residential and commercial building services settings. Xylem also provides a leading portfolio of smart metering, network technologies and advanced analytics solutions for water, electric and gas utilities. In more than 150 countries, we have strong, long-standing relationships with customers who know us for our powerful combination of leading product brands and applications expertise with a strong focus on developing comprehensive, sustainable solutions.

For more information on how Xylem can help you, go to www.xylem.com

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