

Periodic, regular service visits are critical to the joint-success of operating your heat transfer equipment at its optimum performance level. Some treatment companies will do their testing and provide you with some generic information, so that you, the customer, are completely dependent upon them. Some merely check chemical levels (volume remaining) and reorder more.

**CE Water** educates its' customers on the operation and optimization of heat transfer equipment, and promotes joint-testing and frequent communications, critical to the treatment program's success. **CE Water** service programs are focused on testing, sharing information, jointly developing changes to the program, jointly adjusting the treatment levels, bleed-times and more.



**CE Water's** service-focused mindset is unique. While on-site, our technicians view your cooling tower, chillers, air compressors, boilers, etc., as if we own them. The basic concepts are; 1) monitor heat transfer efficiencies, 2) maximize cycles of concentration, 3) maintain the correct level of chemicals to protect your equipment, and 4) put safeguards in-place to ensure that the equipment runs at its optimized level, continuously, until the next service call. **CE Water** won't just leave service reports on your desk.

**CE Water's** On-Site Service programs include:

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| <ul style="list-style-type: none"> <li>• Periodic, regular service visits and reports</li> <li>• On-site testing, analysis &amp; adjustments</li> <li>• Additions of chemicals, (as required)</li> <li>• Filtration checks &amp; replacements (as agreed)</li> <li>• Program review with operator or manager</li> <li>• Visual checks on equipment in the system</li> </ul> | <ul style="list-style-type: none"> <li>• Written Service Report</li> <li>• Follow-up on outstanding items in report</li> <li>• Ordering of new chemicals/supplies, (as needed)</li> <li>• Additions to program, as discussed and agreed.</li> <li>• 24/7 Access; cell, office, voicemail, email, texting</li> </ul> |
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**CE Water** offers two service program models:

**FULL SERVICE:** **CE Water** full-service programs are perfect for facilities lacking the personnel necessary to perform the routine duties of monitoring a water treatment program. **CE Water** will ensure timely delivery of the chemicals, run the tests, and take responsibility for the treatment program, (with minimal participation required of our customers).

**INDUSTRIAL:** **CE Water's** industrial service programs are best suited for facilities that have the personnel available to perform routine testing and chemical change-out duties related to their water treatment program. Industrial service customers rely on **CE Water** to provide the chemical and engineering expertise they need to keep their operation running smoothly.



Additionally, **CE Water** service technicians receive regular, ongoing technical training in the water treatment industry, as well as sharing the collective experiences within our company and, our industry, as members of the AWT (Association of Water Technologies). We also benefit from exceptional relationships with our suppliers of both chemical products as well as equipment, and their resources and expertise are at our disposal. Most importantly, **CE Water** makes the link between the mechanical side (operation and maintenance) of the equipment we are treating and the treatment program. When left as separate independent entities, it can be a recipe for disaster and finger-pointing down the road. You, the owner/operator of the equipment need a functional, working partnership between these 2 vendors, (the water treater and the mechanical contractor), to ensure continuous, maximized heat transfer efficiencies to keep your operation running and control costs.

## Notice

The material provided in this bulletin is informational in nature and is not intended to be instructions for a particular location or installation. There is no guarantee, warranty or other assurance of fitness of purpose or operational performance or results either express or implied. The user assumes all risk in following the information provided. Always read and follow product safety and performance instructions on product labels, Material Data Safety Sheets and those provided specifically for your requirements by your **CE Water** representative.