

ClorTec[®] Aftermarket Solutions and **Services**

De Nora Water Technologies can help you to optimize your electrochlorination system operation to deliver consistent life long performance.

Aftersales Service and Maintenance Service Agreements

- Service provided by Authorized OEM Service Engineers with the knowledge and expertise to troubleshoot and maintain equipment to the original OEM specifications
- Performance tune-up to keep your equipment running in peak condition
- Assure equipment operation maintains the warranty

- Global 24 hour remote service support via email and phone for technical and non-technical issues
- Genuine OEM spare parts assure the highest quality
- Discounts on spare parts and emergency service
- Refresher operator training
- On site critical stock planning and inspection
- Priority emergency service and phone support
- Operator maintenance training
- Expedited parts shipment



On-site Sodium Hypochlorite Generation Systems

Subsystems included in maintenance agreement inspection and service:

- Hypochlorite electrochlorination generator skid or rack
- Rectifier
- Control Panel
- Water Softener
- Water Chiller/Heater
- Brine Pump
- Hydrogen Detector

Customizable Service Agreements

Customizable maintenance and service agreements tailored to fit your needs and budget. Offerings can include:

- 1-4 site visits per year
- Inspection of all subsystems
- Review of current operations and maintenance logs
- Data trending analysis of voltage, current, flow to assure optimum performance
- Operational adjustments to optimize performance at each visit
- Inventory inspection and planning
- Acid wash of electrode assemblies 1 to 4 times per year
- Annual disassembly, reassembly, and thorough inspection of cell components
- Operator training
- Period run testing
- Warranty Extension

Smart Monitoring Service

- Logs operating conditions
 - Brine Flows
 - Water Flow
 - Power Settings
- Logs cleaning dates
- Improves system performance and efficiency
- DNWT can monitor the system remotely (fees may apply)



System Upgrades

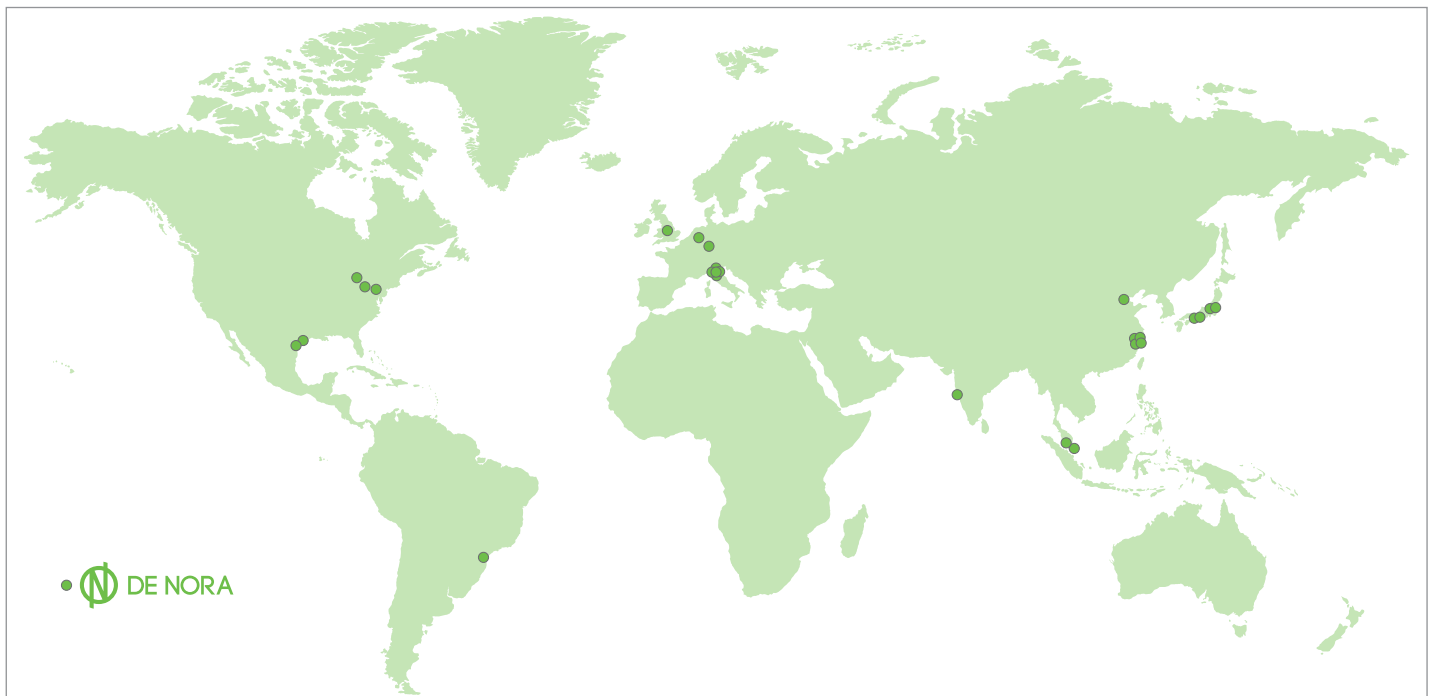
- System Expansions – Increase system capacity to meet higher demands (peak flow, additional dosing points, added redundancy)
- Control Panel – Update PLC and HMI
- Replace obsolete components with the most current technology. Update program with the latest operation/maintenance/safety philosophy for reliable and consistent system performance
- Rectifier Upgrades – Replace obsolete rectifiers for system reliability, availability of spare parts, and reduced maintenance with oil-cooled rectifier.
- Eductor upgrade to brine pump feed
- Skid / Rack replacement
- Acid wash system

Spares

Genuine OEM parts that meet specification. Proprietary coatings are used on electrodes to maximize cell life and prevent unwanted and unsafe gases from forming.

Global Field Service

- OEM Authorized Service Representatives located throughout the world.
- Representatives locally available in many countries and /or states and provinces
- Available for emergency service, system audits, installation and commissioning, and operator training
- DNWT Service Technicians located throughout the world to provide service



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Service Agreement Plans

Service Features	Basic*	Plus	Premium	Details
System performance report	Included	Included	Included	Generated every visit
24 hr. Call Center	Included	Included	Included	Remote technical support and trouble shooting
On-Line (Web-based) operator refresher training	Once per year	Once per year	Once per year	
On-site spare parts assessment and recommendation		Included	Included	
Spare Part availability**		3 Business Days	Next Business Day	
Proactive visits for preventative maintenance (PM) Complete system health check		1 per year	4 per year	
Update Maintenance Log for work performed		Included	Included	Update Maintenance Log and provide report for services provided
System acid wash/cell cleaning		1 per year	4 per year	
Additional discounts on spares, non-scheduled service visits and upgrades		5%	10%	Discounts on spare parts and emergency service calls
As needed service visits for emergency service	1 - 3 Business Days	Next Business Day	Next Business Day	
As needed service visits for non-emergency service	5 Business Days	3 Business Days	1 - 2 Business Days	
Perform audit & system tuneup (calibration, verification of performance)			Included	Check system for proper operation and optimum system performance
On-Site Operator Refresher Training			2 per year	
Cell disassembly and electrode inspection			1 per year	Disassemble, inspect and clean electrode

* Basic plan included with all projects for no additional charge.

** Specific parts availability will be detailed per project.

Customized service plans available upon request.

WATER MADE EASY

MARINE

ENERGY

MUNICIPAL

INDUSTRIAL



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