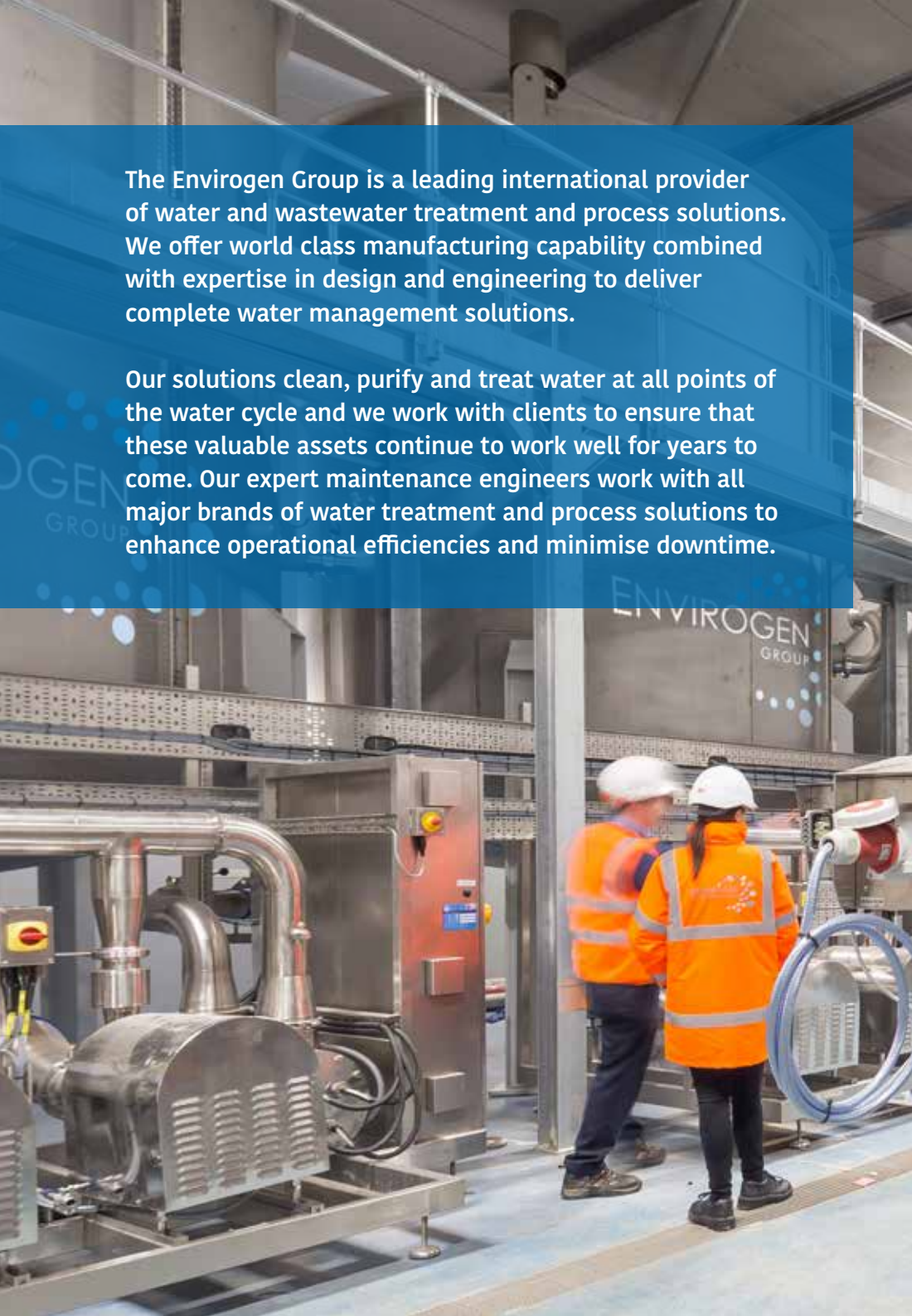




PureCare: service and maintenance plans  
for water treatment systems



The Envirogen Group is a leading international provider of water and wastewater treatment and process solutions. We offer world class manufacturing capability combined with expertise in design and engineering to deliver complete water management solutions.

Our solutions clean, purify and treat water at all points of the water cycle and we work with clients to ensure that these valuable assets continue to work well for years to come. Our expert maintenance engineers work with all major brands of water treatment and process solutions to enhance operational efficiencies and minimise downtime.

## PureCare service and maintenance plans for all water treatment systems

PureCare from The Envirogen Group is a range of service plans for water purification, water recycling and wastewater treatment systems, providing peace of mind through preventive maintenance and repairs. Our team of regionally based, expert engineers deliver our PureCare services worldwide.

Whether you're purifying water to supply decontamination and sterile services, cleaning water for use in food and drink manufacturing or treating water from industrial processes for reuse or discharge, you'll be heavily reliant on your water treatment plant. These systems face tough demands with 24-hour operation, high outputs and fast duty cycles. They work hard because they are crucial to your business outputs and you can't afford downtime. Without proper water treatment, processes stop and outputs cease. This costs time and money.

### The power of preventive maintenance

With water treatment playing such a crucial role in the manufacturing process many companies choose to outsource the maintenance of these specialised systems to expert engineers focussed in this field. Choosing a preventive maintenance plan means that your water purification or treatment system, and all its integral parts, are regularly serviced, tested and monitored. This ensures the plant continues to supply a reliable service whenever you need it.

Recognising when issues may occur, and replacing parts when they show signs of wear, protects against unexpected breakdowns and the far-reaching problems and costs that they cause.

## PureCare: service plans for optimal performance and minimal downtime

For over 20 years, we have been providing maintenance and servicing for all makes and models of water treatment and process systems. Our customers are based across Europe, Middle East, Africa and North America in all industry sectors.

Our customers rely on us to:

- Service plant to optimise plant operation
- Monitor plant and maximise efficiencies
- Run reports and provide regulatory certification
- Run maintenance tasks and replace consumables
- Provide emergency repair services
- Provide on-site training for operators
- Provide 24/7 service support

**We deliver these services through our range of plans with a package to suit every site need, system, application and budget.**

### Expert engineers

Our expert engineers are some of the best in the industry with many years of hands-on experience across all manufacturer makes and models as well as in-depth understanding of water treatment processes in your market. Every service contract customer is allocated a dedicated team who take the time to know your equipment and understand your manufacturing processes, so we can be sure to maximise your plant output and efficiencies. Our engineers will perform regular checks and run agreed protocols to discover potential risks so that breakdowns and repairs can be avoided.



### Expert advice

We don't just service your equipment, we add value to your business by providing advice and recommendations to ensure that your system continues to deliver reliable water supply and treatment. We show your team how to maximise functions to decrease operating costs and increase the quality of the outputs. We'll recommend upgrades or planned maintenance required to prevent breakdowns from occurring, ensuring that downtime doesn't disrupt your operations.

### Best-in-class water treatment technology

As manufacturers and installers of water treatment and purification systems, and with a range of our own proprietary systems, we access the latest, best-in-class technologies. Our technical expertise, combined with the use of the very latest monitoring and maintenance equipment, spare parts and consumables, ensures your system works as efficiently and effectively as possible.

### Parts when you need them

Our engineers travel with fully stocked vans containing a wide range of parts and consumable items so that, wherever possible, we can fix problems when we find them. Our warehouses contain an extensive range of parts and consumables usually available for next day delivery.

### Complete view

All engineers are equipped with portable electronic handheld computers so that they can easily record system data and reports. This information is automatically linked to customer accounts for a complete history of all equipment, certificates, reports, servicing and repairs. Your engineer can automatically see a history of the treatment system so that decisions can be made intelligently and quickly. Customers can see a complete overview of their account and all servicing information through a secure log-in on our website.



## Four plans to suit every site need, system, application and budget

We offer four flexible and scalable PureCare plans with the aim to provide a solution that suits every type of system across the water purification and wastewater treatment spectrum. Whatever your site requirements and servicing budget, there is a plan to suit your needs.

From basic servicing plans to comprehensive packages including all repairs, parts and consumables, we've got it covered.



### **PureCare Standard**

Our entry level plan for planned service and maintenance for all makes of water purification and wastewater treatment technology. All repair callouts are guaranteed within 48 hours.

### **PureCare Priority Response**

Planned service and maintenance on all systems with repair callouts guaranteed within 24 hours.

### **PureCare Priority Response Plus**

For a more comprehensive plan, PureCare Response Plus includes:

- Planned service and maintenance for all water systems
- Optional guaranteed response times for repairs at 8 or 24 hours
- Annual consumables package for standard parts
- Discounted repair labour charges

### **PureCare Ultra**

For ultimate peace of mind, this fully comprehensive package includes:

- Planned service and maintenance for all water systems
- Optional guaranteed response times at 8 or 24 hours
- Supply of all consumables
- Repair of all breakdowns, including parts and labour

“Envirogen engineers are always a joy to work with, you know they won’t leave site until the job is done.”

**Director of Estates and Facilities, NHS Hospital**

## Compare our PureCare service plans

Standard Features	PureCare Standard	PureCare Priority Response	PureCare Priority Response Plus	PureCare Ultra
Planned Service and Maintenance visits	√	√	√	√
Guaranteed - Onsite Breakdown Response	48hrs	24hrs	8hrs or 24hrs	4hrs, 8hrs or 24hrs
Callouts - Not Chargeable	-	-	-	√
Callouts - Reduced Fee	-	-	√	-
Callouts - Chargeable	√	√	-	-
Annual Consumables Pack Included (where applicable)	-	-	√	√
Spare parts & Additional Consumables Included	-	-	-	√
Price Reduction on Consumables	-	-	√	√
Emergency Telephone Support, 24/7	√	√	√	√



Additional options also available:

- Annual consumables pack
- Critical spares pack
- Media replacement
- Water sampling
- Instrument calibration
- Disinfection and sanitisation
- Membrane cleaning
- Validation processes



“By refurbishing and upgrading our existing water treatment plant, Envirogen has saved us a considerable amount of money. We are enjoying the benefits of a reliable plant, in peak condition without the capital outlay associated with a new plant. Our upgraded plant is reliable and efficient, giving peace of mind that this essential plant will continue to function well for years to come.”

**Engineer, Global Pharmaceutical Company**

“Envirogen provides Diageo in Nigeria with on-site and telephone technical support. Their knowledge, expertise and service has always been excellent. I am very impressed with the performance we receive from the filters that they have installed in our breweries.”

**Senior Engineering Manager, Guinness Nigeria**

Contact us for more details or to arrange an initial meeting

### About Envirogen

Envirogen provides water solutions to many industry sectors supplying industrial water and wastewater treatment and processing solutions. We solve complex challenges relating to water availability and quality and help our customers to increase productivity, reduce costs and meet environmental and sustainability targets.

We do this through offering:

- Best in class technology
- Expertise in design, project management and engineering
- World-class manufacturing capability

For more information about Envirogen water solutions and to find out how we can help your business grow, please contact us:

**Call us: +44 (0) 1531 636328**

**Email us: [info@enviroengroup.com](mailto:info@enviroengroup.com)**

**Visit us online: [enviroengroup.com](http://enviroengroup.com)**

Envirogen is a global company with offices and distribution centres across the globe. Our European headquarters are based in the UK.

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