

## **Service Schedule and Contracts**

Over 60% of our business is servicing of existing water treatment equipment, of which the majority of our customers have been with us for over 10 years.

Our engineers are experienced in the servicing of all brands of softeners, Reverse Osmosis's, demin plants, UV systems and all filtration equipment. Monthly boiler tests.

We offer various levels of Service Contracts to our customers depending on how critical the water is to production.

### ***Excel Water's 5 service guarantees***

- 1. We will thoroughly take apart the valve and clean and grease any moving parts including the pistons and seals and spares to name a few!***
- 2. We will carry out tests to ensure the water treatment plant it running properly and adjust when necessary to ensure it is fit for purpose.***
- 3. We will fully explain to the customer what work is being carried out and are very happy to show them exactly what we are doing and provide a method statement to ensure they are fully aware of what they are getting for their money!***
- 4. We will ensure that if repairs are needed this is highlighted to the customer on site and a follow up quotes sent and will endeavour to save the client money by carrying out any repairs at the same time as the service.***
- 5. We will send a knowledgeable, experience engineer who is easy and pleasurable to deal with.***

To properly train as a water treatment engineer takes years and is a very specialist area as there is so many different types of equipment. We discovered this when we came to recruit for new plant engineers a couple of months ago. There are a rare breed and there is not many that have the experience and knowledge of all the different plants.

At Excel Water we train in-house so our engineers learn the Excel Water way, meaning no short cuts are taken on any of the jobs we undertake. We also ensure our clients receive value for money and a high level of expertise along with honesty from our engineers.