

Full-Time Service support



**FULL-SERVICE
SUPPORT
REQUIRES
ONE OR MORE
TECHNICIANS,
40 HOURS
A WEEK**

When contracting for full-service operation by MPW service technician(s), MPW takes full responsibility for contracted water quality and quantity. Subsequently, all operating, repair and maintenance responsibilities fall directly to MPW. MPW's field service organization is made up of qualified individuals specifically trained to operate MPW's equipment, recognize trends, schedule maintenance/repair, manage parts/consumable inventory, troubleshoot and maintain operating logs.

OPERATIONAL SERVICES

- **Guaranteed effluent water quality for duration of service**
- **Effluent quality and quantity monitoring and guarantees**
- **Operational labor**
- **Daily log sheet and trending**
- **Data logging and transmission**
- **Emergency backup equipment**
- **All consumables including membranes and media**
- **Emergency repairs/replacement including labor**
- **All system maintenance, material and labor**
- **Holiday coverage**
- **Membrane, resins and consumable liability**
- **Written reports to customer**
- **Job specific procedures**
- **Instrument calibration**
- **PPE and safety procedures**

CUSTOMER RESPONSIBILITIES

- **Maintain influent water within the specified parameters**
- **Site suitable for equipment**
- **Site access and security**
- **Emergency first aid**

FIELD SERVICE

MPW's field service technicians are specially qualified to operate, repair and maintain our equipment. They interface directly with our clients to manage water quality and inventory. Through direct interface with the client, the field service technician will schedule maintenance and repair events according to the client's schedule. The Full Service Support option

allows the customer to focus operational manpower and efforts on their core business with the assurance that water costs are fixed. There are no surprises for unexpected consumable, media and/or membrane costs with the Full Service option since all usages and replacements are guaranteed by MPW and backed up with our extensive fleet of mobile equipment.



Part-Time Service support



SUPPORT APPLIES WHEN SERVICE VISITS ARE PROVIDED ON A SCHEDULED BASIS AND FEWER THAN 40 HOURS PER WEEK

When electing to participate in shared operating responsibility, MPW provides scheduled visits by field service technicians. Scheduled services include routine maintenance, repair and operation to ensure the system is operating within parameters. MPW's field service organization is made up of qualified professionals specifically trained to operate MPW's equipment, recognize trends, schedule maintenance/repair, manage parts/consumable inventory, troubleshoot and maintain operating logs. With the Managed Service option, the customer assumes the responsibility of certain parameters between scheduled service visits.

OPERATIONAL SERVICES

- Limited guaranteed effluent water quality for duration of service
- Scheduled service visits to review operation, make repairs and perform maintenance
- 24/7/365 access to technical and engineering resources through MPW Logistics
- Limited replacement consumables, media and membranes
- Limited replacement parts
- Limited emergency backup equipment
- Instrument calibration
- Written startup and operation procedures
- Written reports to the customer

CUSTOMER RESPONSIBILITIES

- Maintain influent water within specified parameters
- Monitor effluent quality and quantity
- Routine operation and maintenance
- Daily equipment readings
- Transmission of operating logs daily to Logistics
- Site access and security
- Site suitable for equipment
- Daily housekeeping
- Emergency first aid
- Field service cost for unscheduled events

FIELD SERVICE

MPW's field service technicians are specially qualified to operate, repair and maintain our equipment.

Limited guarantees, parts, consumables and emergency backup equipment may require partial or full payment where failure is caused by customer action or omission.

- To request an unscheduled service visit or increase service responsibilities contact MPW Logistics 24/7 at (800) 842-4355.
- Daily logs can be faxed to Logistics at (740) 344-7715 or emailed to: iwlogistics@mpwservices.com.



Customer Operated



OPERATIONAL SERVICES

- **Guaranteed effluent water quality upon equipment delivery and startup**
- **24/7/365 engineering assistance from MPW's IW Logistics Department**
- **Emergency backup equipment (optional)**
- **Written equipment startup and operational procedures**
- **Emergency replacement parts**

CUSTOMER RESPONSIBILITIES

- **Daily operating labor**
- **Effluent water quality and quantity monitoring**
- **Field service transportation and labor cost for all service calls**
- **Daily housekeeping**
- **Transmission of equipment log sheets to MPW's IW Logistics Department**
- **Instrument calibration**
- **Daily equipment readings**
- **Maintain influent water within specified parameters**
- **Routine maintenance and repair labor**
- **Site access and security**
- **Replacement media, resin and membranes**
- **Site suitable for water treatment equipment**
- **Emergency first aid**

CUSTOMER ASSUMES OPERATION OBLIGATIONS AFTER STARTUP

When electing for water treatment service without part- or full-time operational coverage, certain obligations for maintenance and operation fall to the customer.

After initial startup of the system, the customer must verify several parameters. At minimum, these parameters include but are not limited to:

- The equipment is secure and in good working order
- The shutdown features and alarms are activated and functioning
- Operating parameters are within the specified limits
- The effluent water quality meets the required specifications

Once operating parameters are verified, water quantity and quality issues are the customer's responsibility.

OPTIONAL SERVICES

Field operational service by an individual trained in water treatment theory and operation of MPW equipment is available upon request. Our personnel are uniquely trained to provide equipment installation assistance and startup services, operate and monitor equipment performance to guarantee effluent water quality and quantity, provide maintenance or repair

services, and troubleshoot problems.

- To increase service coverage, schedule service, order equipment or request assistance, contact MPW Logistics 24/7 at (800) 842-4355.
- Daily logs can be faxed to Logistics at (740) 344-7715 or emailed to: iwlogistics@mpwservices.com

