

# Total Care Service for the AccuPro™ Program

From the experts you trust.

**NALCO** Water  
An Ecolab Company

# AccuPro Total Care Service

You can rely on Nalco Water's AccuPro chlorine dioxide program to maintain and optimize critical water treatment applications. Like all high-performing automation technologies, the AccuPro system performs best when installed properly and maintained to the recommended manufacturing specifications.

Nalco Water has developed the Total Care Service program to help you maximize the benefits of the AccuPro Program.

## CUSTOMER BENEFITS

AccuPro Total Care Service provides you with:

- ▲ Single point service solution to save you time and help you focus on your operations
- ▲ Peace of mind with quality services provided by Nalco Water's highly trained and certified technicians
- ▲ Fixed pricing for easy budget planning
- ▲ Optimized performance of AccuPro equipment and system
- ▲ Free updates of all Nalco Water approved hardware and software
- ▲ System performance assurance through:
  - Reduced system downtime or operating interruptions
  - Reduced risk of chemical under/over-feed conditions
  - Real-time visibility to key operating parameters
  - Proactive system monitoring and alarm management
  - Personal service delivered on-site to fix system issues

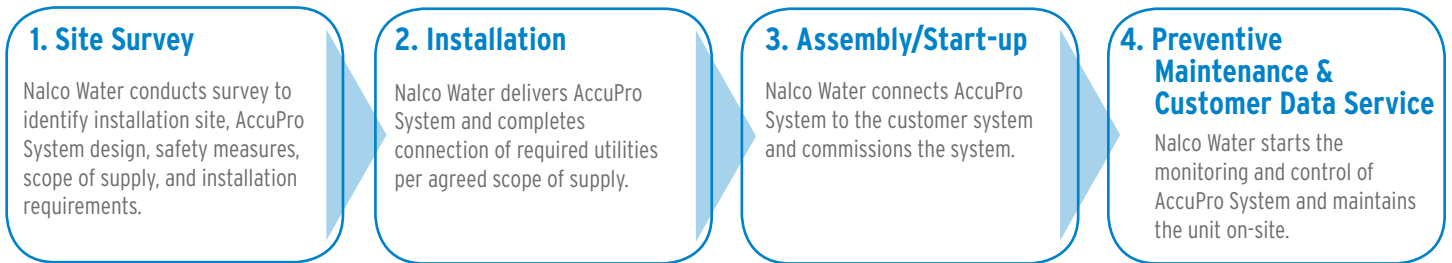


## HOW DOES ACCUPRO TOTAL CARE SERVICE WORK?

Our goal is to make it easy for our customers to administer the AccuPro chlorine dioxide program.

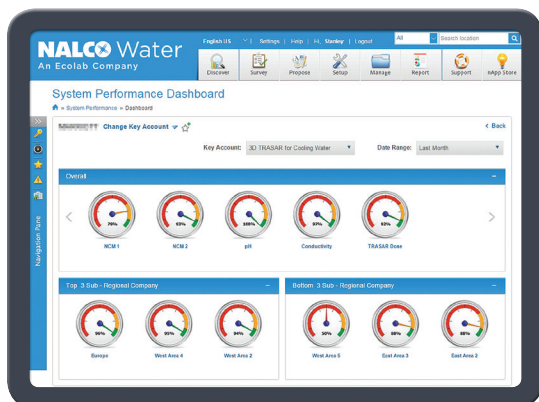
The Nalco Water Account Manager will develop with you an AccuPro Service Plan.

After you approve the service plan and schedule, we will schedule the service events and dispatch certified technician(s) to complete the service on site.



## TOTAL CARE SERVICE SCOPE

| Services                          | Activity Highlights   | Price for Lease Program* |
|-----------------------------------|---|--------------------------|
| Installation                      | <ul style="list-style-type: none"> <li>Conduct Nalco Water standard work site safety assessment</li> <li>Position AccuPro System in place</li> <li>Customer is responsible to bring water and electrical within 5 ft of AccuPro location</li> </ul>   | Included                 |
| Assembly/Start-up (Commissioning) | <ul style="list-style-type: none"> <li>Connect power, water, communication lines to Nalco Water equipment</li> <li>Calibrate Nalco Water equipment pumps and Nalco Oxidant Controller (NOC) unit</li> <li>Set up initial system set points</li> <li>Configure and activate AccuPro generator</li> </ul> | Included                 |
| Preventative Maintenance          | <ul style="list-style-type: none"> <li>Repair or replace gaskets, check valves and other components, calibrate pumps every 6 weeks</li> <li>Performs a safety audit every 6 weeks</li> <li>Annual Maintenance of the pumps &amp; catalyst column</li> </ul>   | Included                 |
| Customer Data Service             | <ul style="list-style-type: none"> <li>Remote monitoring and alarming through enVision dashboard</li> <li>Initial and Post Installation System Health Checks</li> <li>Customer access to Nalco Water enVision websites for system performance dashboard and key operating parameters</li> </ul>         | Included                 |



\* AccuPro Total Care Service has a standard scope designed to ensure proper set up and optimal ongoing operation of the AccuPro System. For service items that are outside of the standard scope, Nalco Water may bill the customer separately.

## Annual Preventative Maintenance Program for the AccuPro System

| Task  | Every 6 Weeks | Yearly |
|---|---------------|--------|
| Check eye wash, safety shower & wash water are working  | Yes           |        |
| Verify containment is up to Nalco standards   | Yes           |        |
| Check all chemical lines and water inlet piping for leaks   | Yes           |        |
| Check ClO <sub>2</sub> discharge piping for leaks   | Yes           |        |
| Replace carbon filter if vented in building   | Yes           |        |
| Check product level and proper labelling of fill lines  | Yes           |        |
| Check cleanliness of generator and storage areas. Clean if necessary  | Yes           |        |
| Check access to shower/eyewash and generator. An unimpeded path should be available                                   | Yes           |        |
| Verify on HMI during ClO <sub>2</sub> generation cycle that process variables are on specifications                   | Yes           |        |
| Inspect/Clean Y-strainers (if used)   | Yes           |        |
| Replace precursor, ClO <sub>2</sub> and boost pump heads with repair kits   |               | Yes    |
| Check Safety interlocks (E-stop, door-guard)  | Yes           |        |
| Inspect that ClO <sub>2</sub> application lines are properly supported and injection points are intact                | Yes           |        |
| Replace the Sensor for the ClO <sub>2</sub> Gas Detector, calibrate   | Yes           |        |
| Inspect drip tray for chlorite or acid build up. Clean if necessary   | Yes           |        |
| Ensure Door Locks are enabled during ClO <sub>2</sub> generation  | Yes           |        |
| Check Alarm log, include date and time of any alarms or warnings in report  | Yes           |        |
| Perform visual inspection of discharge line from catalyst column (it should look clear and free of ClO <sub>2</sub> ) | Yes           |        |
| Replace catalyst column   |               | Yes    |
| Replace carbon filter cartridge (if installed)  | Yes           |        |
| Check sample lines to Nalco Oxidant Controller for blockage   | Yes           |        |
| Perform manual cleaning of oxidant probe  | Yes           |        |
| Perform DPD test to confirm calibration. Calibrate as needed  | Yes           |        |
| Replace oxidant and pH probe  |               | Yes    |

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