



## Thank You for Your Recent Purchase Lifetime Customer Service and Support Starts Now!

On behalf of Aqua-Aerobic Systems, we thank you for your recent purchase of equipment. We look forward to a long and mutually beneficial partnership with you and your facility. Aqua-Aerobic Systems strives to provide our customers with unparalleled customer service for the life of your plant. This commitment starts now! From this point forward, continued support will come from our Aftermarket Sales group or our Customer Service group, depending on your needs. This support could come in many forms including:

### Aftermarket Sales

- Proposals for Replacement Parts
- Technical Sales Support
- Service Requests
- Rebuilds
- Operator Training
- Mechanical Inspections
- Maintenance Agreements

### Customer Service

- Start-up Services
- Troubleshooting
  - Electrical
  - Mechanical
  - Process
- Warranty Inquiries



**Customer  
Service  
and  
Technical  
Support**

**Toll Free (800) 940-5008**

**Fax (815) 654-8623**

## Programs to Support Our Products

Aqua-Aerobic Systems offers several programs that assist you in the efficient operation and maintenance of your equipment and systems. All of our programs are on our website under the [Customer Response Center](#). Some more specific examples of support by the **Aftermarket Sales** Team are below.

### Aerators & Mixers

#### **Good as New “GAN” Program**

- The customer sends in their used aerator diffusion head or mixer motor base. Aqua-Aerobic uses those components to build up a power section.
  - Includes new Endura<sup>®</sup> Series motor (limited maintenance and 3- year mechanical warranty), new precision propeller, shaft parts and vibration balance check.

#### **Endura<sup>®</sup> Series Replacement Motors (Aerators & Mixers)**

- Limited maintenance and 3-year mechanical warranty
- Available in a variety of horsepower

#### **Reconditioned Equipment**

- Aqua-Aerobic Systems offers reconditioned equipment for our Aerator, Mixer, SBR and Cloth Media customers.
- We advertise our Reconditioned Inventory in a flyer once or twice per year.
- Reconditioned equipment is available at reduced costs relative to new equipment, while maintaining functionality.



## Programs to Support Our Products (*continued*)

### Cloth and Sand Media Filters, Biological Processes and Ozone

- Technical support on equipment selection
- Recommendations on system maintenance
- Cleaning recommendations (cloth and sand filters)
- Installation services (cloth and sand filters)
- Rebuilds
- PLC & HMI upgrades
- Operator Training



### Aeration Upgrades for Biological Systems

- Replace worn/aged diffuser assemblies
- Conversion from fixed to retrievable
- D.O. Control of aeration blowers

### IntelliPro® Process Management Upgrade

- Increase existing plant efficiency via live process monitoring and automatic control

### Services Available on all Product Lines

#### **Plant Wellness Inspections and Site Assessments**

- Keeps the plant operating at maximum efficiency.
- An Aqua-Aerobic Systems' Service Technician visits the plant and performs a detailed mechanical and process inspection.
- The plant receives a comprehensive report and custom recommendation to restore the system to peak operating efficiency. The report includes recommended changes to the operation practices, parts recommendations, and suggested maintenance schedule.
- For site assessments, a detailed mechanical review of the equipment is performed. This review is followed up with a report detailing the condition of the equipment and recommended repairs. The report is followed by a proposal defining the costs for recommended repairs.



#### **Operator Training**

- 1-2 days technical training focused on wastewater issues of interest to plant operating personnel.
- Training provides extended knowledge of an activated sludge process, SBR, cloth media or other filtration system, and mixing/aeration.
- Assistance with applications, mechanical operation, process optimization, preventative maintenance and common troubleshooting issues.



## Programs to Support Our Products *(continued)*

### Replacement Part Installation Services

- Available on most Aqua-Aerobic Systems' supplied equipment
- Factory trained installation technicians
- Control panel upgrades
- Instrumentation upgrades/replacements
- Cloth media replacement
- Diffuser replacement

In addition to supporting your system needs during the operation of your plant, we also buy back unused or unneeded equipment.



### Buy Back Program

- Aqua-Aerobic Systems will buy back approved, used equipment that is no longer being utilized by the customer
- We can offer a trade-in for new equipment, a credit on your account, or a check

### Rental Equipment for Aerators, Mixers and Cloth Media Filters

- Rent equipment to temporarily improve aeration capacity or effluent quality
- Rent to own is available

Also, please see our Good as New, Rental and Buyback flyers on our website at the [Customer Response Center](#). Please feel free to contact any of the Aftermarket Sales Representatives below for any questions, or to support your parts needs. .

Equipment	Aftermarket Sales Representative	Direct Phone Number	Email Address
Aerator and Mixer Parts	Denise Boehm Michaela Villarreal	815-639-4461 815-639-4472	<a href="mailto:dboehm@aqu-aerobic.com">dboehm@aqu-aerobic.com</a> <a href="mailto:mvillarreal@aqu-aerobic.com">mvillarreal@aqu-aerobic.com</a>
Biological Systems Parts	Tim Lamont	815-639-4515	<a href="mailto:tlamont@aqu-aerobic.com">tlamont@aqu-aerobic.com</a>
Cloth Media Filter Parts	Denise Uchacz	815-639-4514	<a href="mailto:duchacz@aqu-aerobic.com">duchacz@aqu-aerobic.com</a>
Sand Media Filter Parts	Tim Lamont	815-639-4515	<a href="mailto:tlamont@aqu-aerobic.com">tlamont@aqu-aerobic.com</a>
Ozone Parts	Michaela Villarreal	815-639-4472	<a href="mailto:mvillarreal@aqu-aerobic.com">mvillarreal@aqu-aerobic.com</a>



## Programs to Support Our Products *(continued)*

Aqua-Aerobic Systems' Aftermarket Sales Department looks forward to supporting the needs of your plant, for the lifetime of your system. Note that we also offer support in the form of a Customer Service team that can answer technical questions on mechanical equipment, discuss warranty concerns, or process questions. If you are in need of technical support, or have warranty or process questions, please contact one of the phone numbers listed below.

### Customer Service/Technical Support

**Toll Free 1-800-940-5008 • Fax 1-815-654-8623**

- 24/7 phone support including weekends and holidays, for the life of the plant
- Start-up services by trained field service specialists
- Mechanical, electrical and process training for plant operators during the start up phase
- Process support to discuss plant operation, plant data, cycle structures and effluent quality requirements
- Warranty support

Contact	Type of Inquiry	Direct Phone Number	Email Address
Paul Klebs Aftermarket Sales Manager	Parts or Process Support	815-639-4466	<a href="mailto:pklebs@aquaaerobic.com">pklebs@aquaaerobic.com</a>
Dean Woyak Process Specialist	Process Support	815-209-7163	<a href="mailto:dwoyak@aquaaerobic.com">dwoyak@aquaaerobic.com</a>
Field Service Specialists Shawn Butterfield Mike Spragg	Mechanical/Electrical/ Warranty Support	815-639-4490 815-693-4597	<a href="mailto:sbutterfield@aquaaerobic.com">sbutterfield@aquaaerobic.com</a> <a href="mailto:mspragg@aquaaerobic.com">mspragg@aquaaerobic.com</a>

Thank you again for your purchase of Aqua-Aerobic Systems' equipment. We look forward to a long and mutually beneficial relationship for many years to come.