

At Aquamatic we understand that being a first class company requires us to provide excellence from initial contact through to product supply and long term after-sales support.

This approach ensures that our customers can be confident they have the right equipment for their application and that it will provide reliable and relevant operation for many years to come.

### Consultation

If you are new to sampling, there are a number of important questions you need to answer. Portable or Stationary? Indoor or outdoor? Refrigeration? Single or multiple containers?

All of these questions, and more, can be answered by our Sales Team either over the telephone or by a visit to your site. This process ensures that:

- We fully understand your sampling and/or regulatory compliance requirements
- We recommend the perfect sampling equipment for your needs
- You understand any specific site preparation requirements necessary for your Sampler installation

The above process will help us provide you with a relevant and reliable, long term wastewater sampling solution.



### Installation, Commissioning and Training

Correct installation and commissioning is essential to ensure reliable, long term operation of your Wastewater Sampling equipment. Aquamatic have all the knowledge, skills and resources necessary for an efficient and professional installation and commission of your Sampling equipment. Using us for these activities will provide you with the peace of mind that your installation is correct and that the equipment is set up and programmed correctly for your sampling application. In addition during Commissioning, our Aquamatic Certified Engineer will familiarise you with all the major components of the equipment and its general operation.

Once Installed and Commissioned, the daily operation of the Sampler typically becomes the responsibility of site personnel. To assist these individuals, we can provide one-to-one and group training sessions either on your site or at our factory in Manchester. On-site training is often combined with Commissioning.

Although the Aquacell range of Wastewater Samplers is designed with long life reliability in mind, occasionally service work may be required. Available both in-house at our factory (or your local Distributor) or on-site at your premises, a fully trained Aquamatic Certified Engineer will assess, report on and service your equipment promptly and professionally.

### Maintenance Contracts and Servicing

To keep your Sampler running smoothly, an Aquamatic Maintenance Contract can provide regular visits (minimum 2 per year) to your site, this includes:

- Assessment of your Sampler installation by an ACE trained Aquamatic Engineer, and advice on necessary improvements
- 25 point checks\* on your Wastewater Sampling Equipment
- Replacement of consumables such as Desiccant Bags, Humidity Indicators and Pinch Valve Tube / Volume control tubes
- Inclusive 'Courtesy Loan Sampler Service\*\*' in the event of a breakdown occurring during your Maintenance Cover period
- A 25% discount on parts and labour for all non-scheduled service work required during your Maintenance Cover period

With new installations, when requested, the first Maintenance Visit of a Contract can be used for the purposes of Commissioning.

\* Number of checks will vary depending on model

\*\* Subject to availability, carriage and packing plus admin charge will apply

