

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

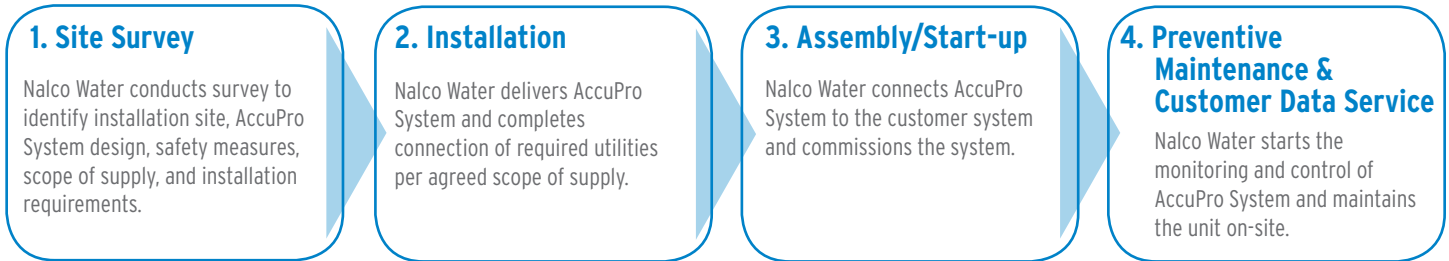


HOW DOES ACCUPRO TOTAL CARE SERVICE WORK?

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

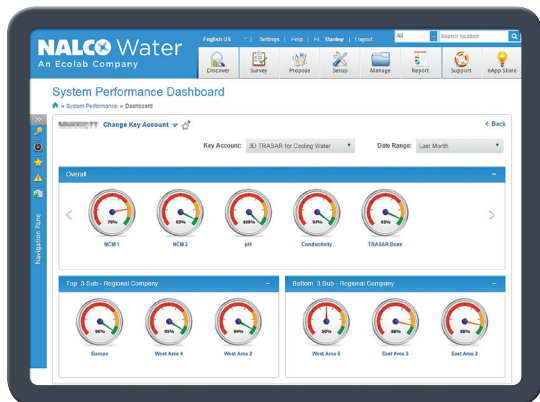
The Nalco Water Account Manager will develop with you an AccuPro Service Plan.

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"> Conduct Nalco Water standard work site safety assessment Position AccuPro System in place Customer is responsible to bring water and electrical within 5 ft of AccuPro location 	Included
Assembly/Start-up (Commissioning)	<ul style="list-style-type: none"> Connect power, water, communication lines to Nalco Water equipment Calibrate Nalco Water equipment pumps and Nalco Oxidant Controller (NOC) unit Set up initial system set points Configure and activate AccuPro generator 	Included
Preventative Maintenance	<ul style="list-style-type: none"> Repair or replace gaskets, check valves and other components, calibrate pumps every 6 weeks Performs a safety audit every 6 weeks Annual Maintenance of the pumps & catalyst column 	Included
Customer Data Service	<ul style="list-style-type: none"> Remote monitoring and alarming through enVision dashboard Initial and Post Installation System Health Checks Customer access to Nalco Water enVision websites for system performance dashboard and key operating parameters 	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 ₂ 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 ₂ generation cycle that process variables are on specifications	Yes	
Inspect/Clean Y-strainers (if used)	Yes	
Replace precursor, ClO ₂ and boost pump heads with repair kits		Yes
Check Safety interlocks (E-stop, door-guard)	Yes	
Inspect that ClO ₂ application lines are properly supported and injection points are intact	Yes	
Replace the Sensor for the ClO ₂ Gas Detector, calibrate	Yes	
Inspect drip tray for chlorite or acid build up. Clean if necessary	Yes	
Ensure Door Locks are enabled during ClO ₂ 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 ₂)	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

Nalco Water, an Ecolab Company

North America: 1601 West Diehl Road • Naperville, Illinois 60563 • USA

Europe: Richtstrasse 7 • 8304 Wallisellen • Switzerland

Asia Pacific: 2 International Business Park • #02-20 The Strategy Tower 2 • Singapore 609930

Greater China: 18G • Lane 168 • Da Du He Road • Shanghai China • 200062

Latin America: Av. Francisco Matarazzo • nº 1350 • Sao Paulo – SP Brazil • CEP: 05001-100

ecolab.com/nalco-water

AccuPro, Nalco Water and the logos are Trademarks of Ecolab USA Inc.
©2018 Ecolab USA Inc. All Rights Reserved 5/18 B-1535

NALCO  **Water**
An Ecolab Company