



## Service standards

### **Routine Service Calls**

The frequency of our calls should not be guided by the contract requirements. If there is a need **then immediate contact must be made.**

### Testing on Routine Service Calls

Carry out a full range of control tests as agreed by service contract, by reference to L8 2001 p.30 or by quotation.

Check quality of pretreated water

Check mains water for hardness, pH, chloride, Fe, conductivity as required to determine variations in supply quality. This should be carried out at each visit for cooling systems and at least quarterly for other systems.

Check feedwater hardness to determine if this exceeds the limits laid down. Inspect the customer's log sheets.

Discuss testing and log sheets with relevant plant personnel investigating deviations from standards, agree and institute corrective action.

We will **always** make a written report on an Analytical Report Sheet whether tests are carried out or not. This report must show:-

- i) Company name and address, contract number, contact name, type of system and units working.
- ii) Control limits and all control tests made.
- iii) Comments on tests and action required by customer and/or by enviroflo
- iv) Chemical usage by time or blend ratio in dosage tank.
- v) Blowdown/bleed instructions
- vi) Stock position at date of this and previous visit, and orders received. Check that this correlates with (iv).
- vii) Indicate samples despatched for special laboratory investigation.
- viii) Obtain customers signature and ensure agreement with future actions

If we find on **three consecutive visits** that a specific test is outside the control limits then we will ensure that positive action is taken.

Similar action will be taken if inspection of the client's log sheet shows that more than 25% of their tests were of an unsatisfactory nature.

These results will be discussed with the client and the client will be warned of the risks he is taking.

**Our warning will be clear on the Analytical Report sheet and the appropriate authority will receive a copy.** The Analytical Report may be supplemented with an **Action Report** or a letter addressed to the appropriate Manager but we would advise the operator if we are going to take this action.

Check reagent stocks and arrange replenishment as required.

Check dosage equipment for correct functioning and by calculation of chemical consumption.

Check on present order situation by reference to usage and stocks.

Make careful plant inspections as available or on request. In the case of complaints, additional inspections will be made. Inspections should be made for all plants for which we have responsibility.

Investigate all complaints. Whenever possible we will deal with them on the spot.

All boiler customers' service files should contain boiler inspection reports. All system survey reports must be no more than 12 months old, thereby ensuring the most up-to-date reference information.

Ensure that the details in Head Office customer files are up-to-date.

If these instructions are followed carefully, using the guidance notes given in later sections, we will ensure satisfied customers, experience the minimum of trouble and difficulty and maintain long term customer relationships.

10/1/11

Steve Lee  
Director