

Onsite services

RAINWATER HARVESTING MAINTENANCE SERVICES



ServiceCare Specialist Services



Many Retail, Commercial & Industrial users are now collecting and using rainwater from their rooftops and properties in order to use the 'harvested' water on the site - for example it may be used to flush toilets.

What it is

A maintenance contract is a cost-effective service agreement from Xylem ServiceCare which provides for the routine maintenance of the harvesting plant and can optionally include multiple storage tanks, UV sanitisation equipment checks and the sampling of the stored water for Coliforms, Legionella and other Bacteria.

How it works

Based on extensive knowledge of water and wastewater transport and treatment, our highly qualified specialists visit your site and document equipment status in a comprehensive report. We can customize a maintenance contract so that it specifies a pre-defined number of annual visits by trained and experienced staff in fully equipped vehicles.

With our broad competence, we can take care of your entire system, including UV Plant, Access Covers, Tanks, Divertor Valves, Pipe work, control systems and panels, not just their pumps. Should a failure occur, we look for the root cause and remedy the problem, avoiding costly and disruptive failures.

Why it makes sense

A system which is working at optimum condition avoids the costly and unplanned response needed when an unexpected problem occurs - tailoring a maintenance contract to your specific requirements is a good way to plan the budget & minimise costs

If there are unexpected problems, the ServiceCare Contract guarantees prompt attendance and avoids costly call out fees.

Why Xylem ServiceCare

When you work with Xylem ServiceCare, you get secure, optimal operations that come only with broad engineering expertise in water and wastewater.

- Planned attendance
- Established safety practices
- All work is undertaken to established and audited standards against ISO 9001 & 14001 (Management Systems) and ISO 18001 (Occupational Health & Safety Management Systems)
- CHAS (Contractors Health & Safety Assessment Scheme) accredited
- CQMS Safety Scheme registered
- EXOR certified supplier
- Safety Management Advisory Service certified contractor
- Legionella Control Association registered
- Access cover inspections to ensure segregation
- Established and proven work processes
- Optional sampling for contamination
- Checking & re-pressurising of accumulators
- Optional checking and lifetime assessment of UV tubes and bulbs
- Prolonged service life
- Nationwide coverage
- 24/7 response & customer service
- Capability to maintain equipment from other manufacturers to their established OEM standards

Case Study

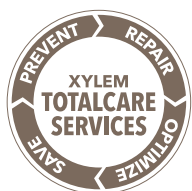
A large supermarket chain has a Xylem ServiceCare contract on a Rainwater Harvesting System. During assessment, it is found that the water pressure from the system is slow to respond to water being drawn. Xylem Engineers investigate and find that the pressure accumulator has no pressurisation. The potable water supply is therefore used in lieu of the harvested supply.

The Xylem Engineer replaces the accumulator diaphragm and re-pressurises the accumulator.

The system returns to full function and potable water usage is reduced, improving the store metrics for reporting sustainable resource use.

Price

Fees for maintenance contracts are based on a fixed annual price, depending on the number of storage tanks. Optional water sampling and UV treatment plant maintenance can also be included. Any parts used in repair will be charged as required.



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