



Services for your Aria™ Water Treatment System



As a water treatment plant operator, you take great pride in the performance and reliability of your system. At Pall, our goal is to help you every step of the way by providing a suite of options that can help to ensure productive days and worry-free nights.

HOW CAN WE HELP?

By leveraging decades of experience and expertise from the **Aria™ CARE** service team, you could maximize run times, maintain water quality, reduce operating costs and extend the life of your membrane system. Our trained staff can help to provide the right level of service and support to help you achieve your goals.

SERVICE OFFERING

	YEARS IN SERVICE		
	Early Years (0-3)	Mid Years (4-7)	Late Years (8-10+)
Health Check	■	■	■
Process Optimizations			
Flux Maintenance	■	■	■
Clean-in-Place	■	■	■
Pre-Treatment	■	■	■
Module Life Analysis			■
Upgrades			
Control Hardware		■	■
Control Software		■	■
Components		■	■
Spare Parts Supply	■	■	■
Operator Skills Training	■	■	■
Module Replacement			■
Technical Support	■	■	■

LIFE-CYCLE SERVICE OFFERINGS

- Health Check – Top down review of systems and components to achieve an overall status, listing areas of need and suggestions for timing.
- Process Optimization – Pinpoint root cause of operational fluctuations since initial start-up, improve performance, increase productivity and potentially reduce chemical, energy and time demands.
- Operator Skills Training – Refresh skills, gain CEUs, train new recruits and learn beneficial tricks and tips.
- Technical Support Hotline – We are always here to help. Call us at 866-475-0115 to engage with a technical expert to help you troubleshoot 24 hours a day, 7 days a week.

REPLACEMENT AND EQUIPMENT UPGRADES

No need for our experts? No problem. We are still here to provide the most advanced equipment and membranes in the business. Call us when you are in need of:

- Membrane Module Replacement – Call us for customer loyalty programs to plan for your module replacement.
- Spare Parts Supply – Your one-stop shop for all parts associated with the Aria system.
- Software Upgrades – Improve performance and reliability by upgrading to state-of-the-art software and the latest hardware to comply with regulatory needs.

Case Study: New Mobile Control Center for City of Geneva, NY

THE CHALLENGE

The drinking water facility in the City of Geneva in upstate New York has been using a Pall 2-train custom Aria membrane system very successfully for all of its needs. An important part of that system is the leveraging of tablet technology to maximize plant efficiency and minimize downtime. However, from spring to early fall, the area experiences numerous electrical storms that pose a risk for plant downtime. Additionally, optimization opportunities and repair events can occur at any time. The challenge is how to enable a single operator to take advantage of optimization events or identify repair points real time, as they occur.

THE SOLUTION

The solution is a redundant, mobile control center based on tablet technology allowing operators to control their system either locally or remotely. Now the team can quickly intervene in emergency situations and effectively troubleshoot to identify possible repairs. Another unique function of the system is a video feature that allows real time interaction and collaboration between Pall's experienced technical support team and the Geneva operations team.

“ I know that at anytime and anywhere, I can view the plant operations should a major event occur. The tablet technology is easy to use and allows for quick and easy access to monitor and control our drinking water facility.”

Mark Morabito, Chief Operator, Water Treatment Plant



THE BENEFITS

The enhancement of having a tablet based, remote PLC can be measured by the following benefits:

- 100% emergency backup: zero downtime
- Instant ability to adjust processes and determine impact
- 50% less time to isolate and identify plant issues
- Anytime, real-time connection with Pall technical support



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