

CUSTOMER SUPPORT - SERVICE

Purpose

WEHRLE ensures reliable operation of wastewater treatment plants at all times by supporting operators with various options/models. Due to the experience of our service team, we are able to increase plant efficiency, reduce operating costs, prevent unexpected

problems and enable smooth and continuous operation.

Depending on the level of support required, three different models are available:

BASIC, VALUE & CARE

BASIC Support Package



The BASIC remote maintenance package is designed for customers who are looking for simple, cost-effective basic support for their plant and need guidance on practical plant operation.

✓ **Advantages for the customer**

- Proactive operational consulting
- Contact person in case of operational disturbances
- Identification of possible optimization potentials for plant operation
- Information on process improvements

Planned consulting time: 2 h / month

Check of operating data (*electronic operating data transmission by customer once per month*)

1 telephone conversation / month, defined contact person

Telephone support in case of operational disturbances

VALUE Support Package



The VALUE remote maintenance package has been developed for customers who wish to obtain detailed support with data analysis to reduce operating costs.

✓ **Advantages for the customer**

- Proactive operational consulting
- Contact person in case of operational disturbances
- Information on process improvements and modernization
- Optimization of process stability
- Evaluation and optimization of consumable consumptions

Planned consulting time: 8 h / month

Check and evaluation of operating data (*electronic operating data transmission by customer once per month*)

Operating recommendations with regard to consumable and energy consumption

1 telephone conversation / month, defined contact person

Telephone support in case of operational disturbances

If needed: plant monitoring via remote access (*remote access by customer required*)

CUSTOMER SUPPORT - SERVICE

CARE Support Package



The CARE remote maintenance package is a full plant operation model with customer personnel on site, under the supervision of WEHRLE.

✓ Advantages for the customer

- Proactive operational consulting
- Contact person in case of operational disturbances
- Identification of possible optimization potentials for plant operation
- Information on process improvements and modernization
- Evaluation and optimization of consumable consumptions
- Optimisation of operational stability
- Verification of compliance with discharge limits
- Timely information about necessary consumable orders as well as disposal of residual materials. Triggering of orders by customer.

Planned consulting time: 6 h / week

Like VALUE Package plus

Electronic operating data transmission by customer once per month

Telephone information about plant operation once per week

Plant tour via remote access

Plant tour via Augmented Reality Headset (AR Headset to be provided by the customer)

The client must ensure that 1 technically qualified full-time equivalent is available.

Additional Options

- AR Headset for plant tours
- On-site support in case of vacation and sick leave
- Maintenance of components / on-site service support
- Telephone support
- EOA analysis (including plant visit)
- Maintenance of components / on-site service support by WEHRLE staff

General Information

All operational data collected will be treated confidentially.

Subject to change!