



Service Solutions for the Laboratory

Water Technologies

SIEMENS



Total Water Solutions Through Technology and Service

Solutions Through Technology

Siemens Water Technologies operations span 80+ sales and service offices in the United States and Canada. We offer water treatment system solutions with the most advanced technologies and formats, from small all-in-one packaged designs to skid mounted process systems. The Siemens approach is to offer an integrated “teamed” approach to water treatment. Our interdisciplinary team of industry specialists are dedicated to finding better processes, developing new technologies and offering more comprehensive solutions to customer’s problems. With over 300 years of combined experience in water treatment, Siemens is uniquely qualified to offer total water solutions to government, industry, universities, hospitals/medical centers, and municipalities.

Solutions Through Service

Siemens offers a variety of services to manage your water treatment systems from installation, start-up and filter change-outs to sanitization regimes and water testing.

With over 350 certified service technicians and engineers, we provide the largest company-owned service network in the industry. Available 24/7, with emergency hot lines, and toll-free customer assistance, we have all the resources to keep your water treatment systems running at peak performance every time you need high purity water.

Analytical Testing

Siemens operates a fully equipped analytical testing laboratory to characterize your feed water for pH, resistivity, TOC (total organic carbon), inorganic metals, and organics in accordance with EPA methods, ASTM (American Society for Testing Materials) and *Standard Method for the Examination of Water and Wastewater*. We offer postage-paid water analysis test kits designed to address a variety of requirements. A comprehensive report is generated on the sample test results and sent to the customer.

Testing Kits and Measuring Devices

Siemens offers a variety of do-it-yourself test kits for customers to test their own feed water supply and product water in their laboratory or facility. Some of the measurements include: silica levels, chlorine testing, microbiological monitoring, hardness, carbon dioxide, Iron, pH, alkalinity, conductivity and TOC monitoring. Routine analysis of your water reduces the risk of potential problems in your application.

Installation and Start-up

The Siemens’ team of field service experts can install and start-up your water purification system. From connection to the main feed water supply to the dispensing of ultra pure water, we can monitor the process through several production cycles ensuring the system is performing correctly. We also provide customer in-service training to demonstrate how to operate your system properly for maximum benefit.



Solutions That Offer Peace of Mind

Service Contracts and Preventative Maintenance

Our customer service contracts and preventative maintenance agreements offer our customers total peace of mind. Extended equipment life and efficient operation are direct benefits of selecting a service contract to maintain your water treatment equipment.

Our service contracts are tailored to fit your specific needs, providing the best value from your water treatment investment. We offer preventative maintenance services as part of our service contracts and include services such as filter change-out, parts replacement including UV bulb change, pump seals, and system sanitization. A customized service plan allows you to decide the level and frequency of service that best suits your needs.

Validation Services

Siemens understands the importance of validation in a pharmaceutical environment. The systems are designed to incorporate proven components and instrumentation that monitor system performance, incorporate technologies for full traceability and lot history on components. We offer a range of validation support documentation which include IQ (Installation Qualification), OQ (Operational Qualification) and other quality certification as required to complete validation of the water system.

Our service engineers are fully trained to perform validation as required to complete the IQ / OQ documentation. In compliance with validation protocols, we calibrate monitoring equipment on an annual basis to provide the most accurate measurement of TOC, temperature and resistivity.

In addition, if your processes have changed or you relocate your water system, we offer re-validation services to ensure your system is working properly.

Solutions Through Leasing

Leasing a laboratory water purification system allows you the luxury of the latest technologies, complete with continual service support to ensure high purity water. We offer the benefit of leasing a new water purification system for a pre-set monthly fee and life term with the option of buying the system at the end of the term or upgrading to a new model. We take care of all the scheduled maintenance and consumable change-outs allowing you to concentrate on your work instead of the purity of your water. Our flexible leasing plan allows you all the benefits of having the latest water purification technology at a fraction of the cost.



Solutions Through Support Services

Solutions Through Customer Support

Easy access to professional, quality service is a hallmark of Siemens Water Technologies' support center. Our customer support team is available 24/7 to assist you with your service and water needs. Knowledgeable customer service representatives are available with on-line information and account data to best serve you. Trained technical advisors are on hand to help answer product related questions and troubleshoot problems. They work with you to develop the right solution for your application.

Service Throughout North America

We offer service solutions of the finest quality that can help your equipment reach its potential high purity water quality consistently. And with our wide reaching 80+ service locations we're poised to service you quickly and efficiently.

From analytical testing, installation and start-up to service and preventative maintenance contracts and customer support, we're here so you can concentrate on what you do best with confidence that your water is the quality you require every time – guaranteed.

6 Ways to Contact Us for All Your Lab Water Needs

Technical Inquiries	800.875.7873 x5000
24/7 Customer Service	800.466.7873
Your Local Sales & Service Branch	800.466.7873
Products Online	www.thepurchaseadvantage.com
Website	www.water.siemens.com
e-mail	labproducts.water@siemens.com



Product and Service Solutions

Solutions Through Service Deionization (SDI)

Service deionization is a convenient, safe and economical way to produce high purity deionized water. Portable SDI requires minimal installation, no chemical handling and no maintenance.

When the SDI tanks become exhausted, our local service technician replaces the spent tanks with freshly regenerated tanks that are quality tested and meet rigid quality control standards. For medical applications, our tanks are regenerated in FDA-registered facilities in accordance with QSR/GMP requirements.

An SDI system consists of activated carbon and ion exchange media housed in portable tanks and configured to meet your water purity requirements and flow rates. SDI is widely used to meet high purity water requirements in laboratories, hemodialysis, microelectronics, and in general industry applications.

Solutions Through On-site Services

We can conduct feedwater analyses to troubleshoot any possible premature cartridge failure and also diagnose any water purification system irregularities that you may be experiencing.

In addition, our trained service team can conduct an In-Service training session with your lab personnel. This hands-on instruction guides the user through system features and the proper operation and maintenance of your water system equipment.

Solutions Through Competitor System Service

Siemens offers service and maintenance plans for Barnstead® and Millipore® water purification systems as well as other competitor water systems. Our service helps to extend equipment life and keep the system running at top performance. Included in our competitor service packages are: filter change-outs, UV (ultraviolet) replacement, spare part replacement, and system sanitization to maintain water quality and reduce the risk of bacterial contamination. Siemens also provides a cost savings on replacement cartridges for competitor systems such as Barnstead and Millipore brand systems.

Siemens Brand Cartridges for Competitor Water Systems

We also manufacture a wide range of cartridges that fit many Barnstead and Millipore water purification systems. Our cartridges are designed for optimum contamination removal and efficiency and are backed by a 100% satisfaction guarantee. All of our cartridges contain the highest quality media and produce consistent ultra-pure water from your water purification unit.

Barnstead is a trademark of Barnstead/Thermolyne Corporation. Millipore is a trademark of the Millipore Corporation. ASTM is a trademark of the American Society for Testing and Materials. *Standard Methods* is a joint publication of the American Public Health Association (APHA), the American Water Works Association (AWWA), and the Water Environment Federation (WEF).

The information provided in this brochure contains merely general descriptions or characteristics of performance which in actual case of use do not always apply as described or which may change as a result of further development of the products. An obligation to provide the respective characteristics shall only exist if expressly agreed in the terms of contract.

To order cartridges online go to
www.thepurchaseadvantage.com

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