

ECOserv

Customer Service Program

Eco-Tec offers specialized direct-from-the-factory service

Quality Assurance Program

Quality is assured with strict quality standards and inspection at each stage of the manufacturing process. Equipment is calibrated, tested and certified at the factory by a Customer Service Representative (CSR) prior to shipment. All ion exchange resins are tested for quality in our own lab. All resins used are traceable to original lots and samples are retained for reference.

Lifetime Performance Monitoring Program

System performance may be monitored by having the operators record key parameters on customized data log sheets that include tolerances. Log sheets are faxed or emailed to Eco-Tec and reviewed by CSR's. Feedback is provided, noting trends and recommending action.

On-Site Service Support

Careful system design, comprehensive training and documentation coupled with round-the-clock telephone assistance minimize the need for on-site technical service. If the need arises, however, a CSR can often be on-site within 24 hours.

Parts Availability

Eco-Tec maintains a large inventory of replacement parts. Many common items such as resin, valves and fittings can be shipped within 24 hours.

Operator Training

Eco-Tec offers two levels of training, on-site and factory. Both levels can include operator certification and detailed manuals that describe operating procedures, techniques, and component information.

24 Hour Technical Support

With Eco-Tec's 1-800-478-5517 Customer Service Hot-line your CSR is available by phone 24 hours per day, 365 days per year, to help with any aspect of the system operation.

Operator Training

As a result of careful selection of components, extensive life cycle testing, and long term operating experience, most Eco-Tec system components are covered by a standard one year warranty against defects in material, workmanship or design.



Economically Conscious ~ Ecologically Aware ~ Technologically Advanced