



 VEOLIA

Services for optimum plant performance

Australia & New Zealand

WATER TECHNOLOGIES



Who we are

Veolia Water Technologies provides water and wastewater treatment solutions to private and public sector organisations throughout Australasia, as well as service and maintenance of water and wastewater treatment plants, equipment, water chemicals, spare parts and consumables, pilot plants, etc.

Focusing on long-term business outcomes, we support our technology with highly skilled teams and we offer flexible contract models that align our business interests with yours.

We work across all sectors that require water and wastewater solutions.

A first class service to ensure reliability and security for your critical water applications

We work in partnership with our clients to guarantee that water quality and availability meet their expectations. Our objective is to provide a first class service, that is backed by a service team throughout Australia and New Zealand with well-proven technical expertise.

We have extensive operational and service resources throughout Australia and New Zealand, supported by our nation-wide network of service engineers supporting customers in the industrial and municipal sectors.

We can offer customised water management solutions, focusing on technical performance, process & environmental compliance and cost effectiveness, in order to fulfil the most demanding reliability, health and safety and quality standards.

Offering the highest possible levels of service and support

- Service and maintenance
- Hydrex® water chemicals
- Spare parts and consumables
- Mobile water services
- Pilot plants
- Remote monitoring
- On-site audits and technical reviews
- Refurbishments and upgrades

Service and Maintenance

Our service and maintenance agreements are designed to allow you to choose from our wide range of capabilities the level of support you require to meet your application, operational and budgetary needs.

Choosing the right service regime will help you to:

- Benefit from regular on site visits for preventative maintenance and checking of equipment
- Meet water quality and quantity requirements
- Optimise operating costs ensuring environmental efficiency
- Extend equipment life
- Prevent expensive lost production
- Exceed today's safety standards

Fast and efficient service reporting

Our service engineers are equipped with a tablet PC-based Service Management And Reporting Tool. It provides updated critical site specific information to service engineers in the field and an online inventory data of all spares and consumables to ensure the quickest and most appropriate on site response to all our customers.

Electronic reporting allows easy retrieval and analysis of plant performances, technical data, history and specific operating parameters.



Service and Maintenance Agreements

AQUAservice™

PROTECT

Provides planned service and preventative maintenance

Contract duration: 1 year

AQUAservice™

SECURE

Offers a priority breakdown response time for one of our engineers to diagnose and repair any problem

Contract duration: 3 years

AQUAservice™

TOTAL

Offers all services for highly sensitive and critical applications

Contract duration: 5 years

Standard AQUAservice™ features

	PROTECT	SECURE	TOTAL
Contract duration	1 year	3 years	5 years
Planned preventative service and maintenance visits	✓	✓	✓
Priority onsite breakdown response	-	✓	✓
Emergency support hotline 24/7	-	✓	✓
Discount on critical spares	-	✓	✓
Discount on labour rates for any additional work required	-	✓	✓
Discount on spares & consumables	-	✓	✓
Preparation of a critical spares list	✓	✓	✓
Supply of recommended strategic spares	✓	✓	✓
Supply of service consumables	✓	✓	✓
Detailed Account Review and Reporting	-	-	✓

Additional Options (inclusive or standalone)

24-hour remote monitoring	X	X	X
Site Operations Support	X	X	X
Resin, media, membrane replacement	-	X	X
Detailed Account Review and Reporting	X	X	X
Site audits (OHS, technical, environmental)	X	X	X
Disinfection & sanitisation	X	X	X
Instrument calibration (NATA certification)	X	X	X
Comprehensive asset management planning	X	X	X
Technical Training	X	X	X
Analysis and Autopsy (Membrane, Resin, Water)	X	X	X
Disposal of redundant media, resin, membranes, chemicals, UV lamps	X	X	X
Waste & Sludge Removal	X	X	X

✓ = Included X = Optional - = Not available/Not applicable

Do you require an Extended Warranty?

If you require an additional warranty period, we are able to provide an extension to our annual warranty period on your new equipment. The warranty extension option must be taken with an AQUAservice™ agreement prior to purchase of the new equipment. This is a unique opportunity unrivalled in the industry.

Contact our dedicated AQUAservice™ team on:
Phone: 1300 726 678 | Web: www.veoliawaterst.com.au

Other Agreements

Plant refurbishment & upgrade agreements

- Refurbishments can involve upgrading and modernising equipment and facilities, increase capacity of existing plant, improving efficiency to meet changing regulatory standards or changing of membranes
- Designed to optimise the performance of water treatment plants and treat the water to the required specifications

Chemical service agreements

- Customised chemical water treatment programmes to suit your site requirements based on a site water analysis, using our Hydrex® water treatment chemicals
- Ensure optimal and minimal quantity of chemicals are used in the systems
- Routine or call out services for the management & review of dosing equipment, associated hardware and blowdown controls

Technical consultation service

- On-site audits and technical reviews of water cycles
- Consultation service for plant and system refurbishments and upgrades, recommending new equipment design & the latest technologies to refurbish the plant



Remote Monitoring System

Our telemetry system is an efficient real-time 24hour remote monitoring service that ensures effective operation of equipment, minimises downtime and reduces operation costs. By having remote access, our service engineers can observe plant conditions to anticipate plant requirements before arriving to site as well as monitor process parameters to diagnose problems and report on performance.

Key characteristics:

- Plant & equipment can be monitored 24/7
- One single source for plant and equipment operations and data storage
- Remote viewing of current plant status
- Remote monitoring and diagnosis of plant performance and analysis of trends and logs
- Adaptable to specific project requirements
- No special software required - the functionality available is via web browser
- SMS, email or phone alerts to service engineers for rapid response to any faults or problems

Hydrex® Water Chemicals

Our worldwide team of chemical experts has developed the Hydrex® range to meet specific requirements of municipal, commercial and industrial customers. Our expertise can help our customers to significantly improve the management of scaling, biofouling, corrosion and suspended solids in boilers, cooling towers, membranes and conventional water treatment equipment.

Hydrex® Range:

- Hydrex® 1000: Total Boiler Water Treatment Chemicals
- Hydrex® 2000: Cooling Water Treatment Chemicals
- Hydrex® 3000: Flocculants & Polymers
- Hydrex® 4000: Chemicals for RO & Membrane Processes
- Hydrex® 5000: Industrial Maintenance Chemicals
- Hydrex® 6000: Wastewater & Clarification Chemicals
- Hydrex® 7000: Biocides for Cooling Towers & Legionella Control
- Hydrex® 8000: Chemicals for Food & Beverage Processes
- Hydrex® 9000: Chemicals for Odour Control

Managing the Risk of Legionella

Veolia Water Technologies has developed a legionella control program to protect water treatment plants and cooling towers from the risk of legionella. The legionella control program is customised for each customer and includes:

- Risk analysis and system audits
- Ongoing preventative treatment
- Regular cleaning of cooling towers and circuits
- Regular visits with sampling analysis
- Water cooling tower systems service manual, including best practices



Spare Parts and Consumables

Veolia Water Technologies works in partnership with its customers to ensure the optimal running of their water treatment facilities and to comply with their outsourcing service requirements. As a valued customer, you can be assured that essential service critical replacement consumables and critical spares are available.

When our engineers service your plant, they will schedule spare parts and consumables requirements for the whole length of the contract, using their Mobility tool, directly connected to our ERP system. Before the visit, parts will be ordered and delivered automatically to ensure availability. This is part of our preventative maintenance philosophy.

We have central warehouses in Sydney and in Melbourne, and local warehouses in every capital city of Australia. We consolidate parts coming from all across Australia and overseas. We store critical spares for all our proprietary technologies, as well as actisand for Actiflo®, Hydrex® water chemicals, membranes and ion exchange resin.



Mobile Water Services and Pilot Plants

Our mobile water service units, offer a complete range of water treatment solutions and services meeting short, mid or long-term periods for customers facing temporary purified water requirements across a variety of markets. The containerised mobile units are used for:

- **Emergency and temporary applications:** for continuity of the production cycle when minimising plant down time is essential
- **Planned temporary hire:** provide short-term production of additional water needs, temporary water supply, new plant commissioning applications, reuse and/or treatment of stored water volumes and plant water quality assurance
- **Pilot plants:** provide customers with the assurance of a particular solution or technology suitable for their water needs. Pilot plants are also used for short-term low flow applications
- **Long term contracts:** thanks to our full suite of services available, temporary hire contracts can evolve to long-term contracts - up to several years

Depending on the requirements, capacities can vary from the supply of a single unit through to installation of multiple units to meet customer flow needs.

Options:

Pure Water

- Clarification
- Screen and disk filtration
- Ultrafiltration
- Multimedia filtration
- Softening
- Reverse osmosis
- Desalination
- Ion exchange deionisation
- Ion exchange polishing
- Chemical dosing

Wastewater

- Clarification
- Flotation
- Screen and disk filtration
- MBBR™
- Membrane BioReactor
- Ultrafiltration
- Evaporation
- Chemical dosing
- pH correction
- Chlorination/Dechlorination

Resourcing the world