



e watersystems

eWater Planned Maintenance Program

eWater Standalone System Program and Agreement



Program Overview

eWater Standalone System | Planned Maintenance Program

Safeguard your business operations with regular planned maintenance of your eWater Standalone System.

eWater Planned Maintenance programs have been designed to ensure regulatory compliance while safeguarding your investment and business operations with regular and routine service checks of your system.

Our planned maintenance programs assist in reducing the potential downtimes and costs associated with breakdowns, and can be scheduled according to the regulatory requirements of your industry.

HACCP Food Safety

eWater Planned Maintenance align with HACCP food safety requirements for equipment to be regularly maintained and tested.

Program Benefits

- Fixed cost for term of agreement
- Cost effective vs adhoc service
- Scheduled and managed by our team for ease
- Extend life of equipment
- Reduce risk of operational downtime
- Ensure regulatory compliance
- Optional annual consumable/testing kit supplied

Experienced Technicians

Planned Maintenance is provided by our National Service Partner Avem Quirks, ensuring qualified and experienced technicians. Learn more on next page.



Program Costs

Maintenance Frequency	Single Unit	Additional Unit*
Annual (ex GST)	\$450	\$275
Biannual (ex GST)	\$425	\$275
vs Adhoc Service	\$475	\$300

*Applies only where additional systems are at the same address as primary unit.

Planned Maintenance Programs are based on a three year agreement. Pricing applies to three year term agreement only. Shorter period agreements are available at request. Costs exclude all parts and consumables. Additional charge for travel, \$85 per hour or part thereof to outer metro (more than 50km).

Setup Process

Step One

Review the program agreement terms and conditions on page four of this document.

Step Two

Complete the agreement form on page five and send to ewater@avemquirks.com.au.

Step Three

The Avem Quirks support team will contact you to finalise your agreement and arrange scheduling for your first maintenance.

Questions?

Contact the eWater Support Team via email or phone. We are happy to help.

eWater has appointed Avem Quirks as our National Service Partner for all eWater equipment in Australia.

With one of the largest service networks nationally, Avem Quirks directly employs over 85 qualified service technicians, supported by 350 contractors - all with experience in the mechanical processing of equipment including:

- Refrigeration
- Air Conditioning and Heating
- Full Commercial Shop and Processing Equipment
- Beer and Beverage Systems

Avem Quirks take great pride in the quality of their service personnel and ability to provide service and support in both metro and remote locations across the country.

Avem Quirks maintain a full supply of critical parts for eWater Equipment across their warehouses nationally to enable fast and efficient repair services in addition to programmed maintenance.

All service technicians employed by Avem Quirks hold the following licenses and accreditation:

- Electrotechnology trade qualified (in Refrigeration / Air conditioning)
- Refrigerant Handling Licence from the Australian Refrigeration Council (to use refrigerant gases)
- Department of Fair Trading Supervisor or Contractor Licence
- Workplace Clearance Group (WPCG) accreditation to self issue a WPCG form when conducting low risk work on oil company sites

All Avem Quirks service vehicles have satellite vehicle tracking installed. This allows us to manage response times by identifying the nearest technicians to your site, as needed.

Get in Touch

For all programmed maintenance, breakdown/repair and technical support our team are here to help.

Service & Support Team

EMAIL ewater@avemquirks.com.au
CALL 1800 658 120



Maintenance Program

Every planned maintenance is delivered by specially trained technicians with expertise in eWater equipment who can ensure your system is properly maintained and serviced whilst protecting the original equipment manufacturer warranty.

Maintenance Frequency

eWater Systems recommend a minimum annual maintenance service of your eWater Standalone System. For high volume or vulnerable person environments, we would recommend biannual maintenance. Maintenance schedules can be aligned with regulatory audits or other organisational/department reviews.

System Monitoring & Maintenance Health Check

System Clean

- Clean out brack tank
- Clean out in-line filter and brine hose
- Overall equipment clean

Equipment Checks

- Check Isolating valves
- Ensure correct flow rate function
- Ensure correct electrolysis voltage/amp
- Check for blockages and ensure correct operation of salt pump

Reporting

- Check and record operating hours of electrolytic cell.
- Validate sanitiser/disinfectant pH & Chlorine levels for regulatory requirements.
- Provide good working order report

Solution Testing

- Test and adjust pH & Chlorine levels for correct parameters.

Application Form

Planned Maintenance Program

 ewatersystems



National
Service Partner

Organisation Information

Organisation Name:	
Site Name: (if applicable)	

Site Address

Street:		Postcode:	
City:		State:	
Hours of Operation:		Preferred Service Time:	

eWater Equipment Information

Installation Location/s:	Equipment Serial Number/s:	
	Do you require a site induction:	
	Please advise induction details as required:	

Contact Information

Primary Site Contact for Maintenance Program

Name:	
Title:	
Email:	
Phone:	

Finance/Billing Contact

Name:	
Title:	
Email:	
Phone:	

Planned Maintenance Agreement

Maintenance Frequency:	Annual	
	Biannual (every 6 months)	
Commencement Date (your preferred first service date)		

Please tell us what you would like to be included in your agreement

Item	Rate	Qty
eWater Standalone System Planned Maintenance (1st Unit)	\$450.00	1
Additional units on site	\$275.00	
Consumable Pack (10x 500g salt, 1x eWater test kit - pH & Chlorine)	\$225.00	

Acceptance of Planned Maintenance Agreement

Name:	
Signature:	
Date:	

On supply of this application, Avem Quirks will issue a Planned Maintenance quote based on the inclusion listed above. An hourly travel charge maybe added to inclusions for sites >50km from metro centers. The acceptance of this quote in writing and or supply of Purchase Order is required in addition to this signed application to complete the establishment of a Planned Maintenance Agreement.

By signing this application form, you accept the terms and conditions for the eWater Planned Maintenance Program as set out in this document and the general terms and conditions of the Provider (Avem Quirks). You additionally warrant that the information provided is accurate to the best of your knowledge and you will provide any additional information as requested.

[Submit Application](#)

Please contact our team if you have any questions regarding this application -

ewater@avemquirks.com.au

1800 658 120

Terms & Conditions

eWater Standalone System Planned Maintenance Program

The terms below have the following meanings:

- "Equipment" collectively refers to the eWater Standalone System (Model ROX10) purchased from eWater Systems.
- "Customer" applies to you.
- "Supplies" shall mean the products and items purchased or provided by Customer pursuant to this Agreement to maintain the eWater Systems equipment.

Provider of Services

- eWater Systems Pty Ltd has appointed Avem Quirks Pty Ltd (hereafter "Provider") as the sole authorised provider of Planned Maintenance Programs.
- This agreement, along with the management, undertaking and billing of this agreement shall be directly between the Customer.
- This agreement is subject to the Providers general terms and conditions of service available to download from www.avemquirks.com.au.

Services

- All maintenance service(s) of the Equipment covered under this agreement shall be undertaken in accordance with the original equipment manufacturers maintenance instructions.
- All on site services are provided between the hours of 7:00am and 5:00pm, Monday through Friday.
- The customer is responsible for providing clear and unrestricted access to the site and Equipment for the scheduled maintenance services (s). Failure to access the Equipment may result in an additional call-out fee.
- This agreement does not provide for the alteration to existing services, e.g., plumbing, gas supply, drainage, electrical if deemed necessary and this shall be quoted separately by the Provider.
- The Provider shall only provide remedial maintenance outside the service hours only if requested by the Customer, for which the Customer will pay after hours charges at the then-current standard hourly rate.

Parts and Supplies

- Price of parts is not included. Only original equipment manufacturer parts are to be used. Using components and parts other than those authorised by eWater Systems can have damaging effects on the control unit and flow cell.
- Price of supplies - brine salt, softener salt, limestone is not included. (unless otherwise specified)
- All parts required will be an additional cost.
- This agreement does not cover consumable items, including pH and chlorine test strips.
- Price of fitting replacement parts will be quoted separately.
- Excludes any hose reel replacement.

Period

- This agreement will commence on the date specified below, and unless terminated by either party, this Agreement within the concept and provisions contained herein, will remain in force for three years.
- Customer may terminate this Agreement, provided ninety days prior written notice is given. eWater Systems may terminate this Agreement under the same conditions.

Pricing and Payment

- The Provider shall invoice the Customer for each scheduled maintenance service.
- Payment must be made within 14 days of the scheduled maintenance date.

Agreement of Terms

The acceptance of these Terms & Conditions is based on the completion of the application form and undertaking of a Planned Maintenance Program with the Provider.

Exclusions

- This agreement does not cover repairs and breakdowns.
- This agreement does not cover remedial maintenance necessitated by accidental damage or improper use by customer or neglect caused by user.