



**PURESEP**  
Purification Filtration Separation  
A member of The Amplio Group

# PURECARE Service and Maintenance Agreements

optimising performance – Pure and Simple

*peace of mind*

*flexible*

*fast*

*stress free*



*“the Puresep engineers have become trusted members of our team and work with us to solve any issues we have”*



*24/7 guaranteed*

*At Puresep, we understand that your filtration and water treatment plant needs to be operational 24 hours a day, seven days a week, as problem-free as possible, working at its peak performance. Having a proper operation and maintenance plan is critical to ensuring maximum uptime.*

#### ■ PureCare – Service to suit your needs

Serving our customers is our highest priority. Customers choose us because they know they can rely on us to provide a **first class service** to ensure **reliability and security** for their application.

Our range of PureCare service and maintenance agreements give you **clearer choice and flexibility**, enabling you to choose the level of support you require depending on your application, operation and budgetary requirements. Our fully trained in house engineers ensure our high standards are always maintained. Plus take advantage of a **single source** for the parts, consumables and chemicals you need for optimal performance of your plant.

#### ■ Help the way it should be: uncomplicated, fast, competent

When help is needed there is no time to waste. For this reason, PureCare Service is available nationwide and **around-the-clock** with the specialists you need. Our response time – means **ONSITE response** within the agreed time. Our experts are at your side when you need them.

#### ■ Instantaneous Reporting and Information at your fingertips

Our service engineers are equipped with the **latest technology**, giving you **instant information**, providing faster access to recommendations, **spare part supply, support** and billing data. Replicated to the web, you can log on to your **personalised web page** where you can look up historic reports and copies of the latest certificates.

*around-the-clock*



## ■ Choosing your PureCare Service Agreement

Whether you currently **own** filtration and water treatment plant from **Puresep or another supplier**, there is a PureCare solution for you.

### PureCare Standard

Planned Service and Preventative Maintenance to ensure your system is running efficiently – call out is usually onsite within 48 hours with 24 hours telephone support.

### PureCare Priority Response

As PureCare Standard, but the onsite call out response time is guaranteed within 24 hours, with 24 hours telephone support.

### PureCare Priority Response Plus

As PureCare Standard, but the onsite call out response time is guaranteed within 8 or 24 hours – depending on your choice. The annual consumable pack (where applicable) is included with reduced labour call out costs and 24 hours telephone support.

### PureCare Ultra

As PureCare Standard, but the onsite call out response time can be a guaranteed choice of 4, 8 or 24 hours. The annual consumable pack (where applicable) is included, along with all parts and an unlimited number of call outs and 24 hour telephone support.



STANDARD FEATURES	PureCare Standard	PureCare Priority Response	PureCare Priority Response Plus	PureCare Ultra
Planned service & maintenance visits	Y	Y	Y	Y
Onsite Breakdown response	48hrs (not guaranteed)	24hrs	8hrs or 24hrs	4hrs, 8hrs or 24hrs
Callouts - not chargeable				Y
Callouts - reduced fee			Y	
Callouts - chargeable	Y	Y		
Annual consumables pack Included <small>(where applicable)</small>			Y	Y
Spare parts & additional consumables Included				Y
Price reduction on consumables			Y	Y
Emergency telephone support 24/7		Y	Y	Y

#### ADDITIONAL OPTIONS

Annual consumables pack	Optional	Optional	Included	Included
Critical spares pack	Optional	Optional	Optional	Spares used included
Media replacement	Optional	Optional	Optional	Optional
Membrane cleaning	Optional	Optional	Optional	Optional
Disinfection & sanitisation	Optional	Optional	Optional	Optional
Instrument calibration	Optional	Optional	Optional	Optional
Validation process	Optional	Optional	Optional	Optional

*dedicated UK based scheduling team*



Call us today on our dedicated service line

**01531 636328**

Email: [service@puresep.com](mailto:service@puresep.com) • Web: [www.puresep.com/service](http://www.puresep.com/service)

■ **Benefits of the PureCare Service and Maintenance Range:**

- *Prevent unplanned expensive downtime*
- *Optimise equipment performance, reliability and life*
- *Maximise operation, equipment and process efficiencies*
- *Detect problems early*
- *Minimise Costs through a Single source for service and spare parts*
- *Enjoy security, reliability, flexibility and peace of mind*
- *24/7 guaranteed onsite response*
- *Nationwide coverage of in-house engineers*
- *Dedicated UK based scheduling team*

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