



# Aftermarket Services

## **Our Offerings**

- Genuine OEM Parts
- Programmed Rebuilds & Retrofits
- Service Maintenance Programs
- Field Services Group
- Customer Call Center



# Dedication to Service

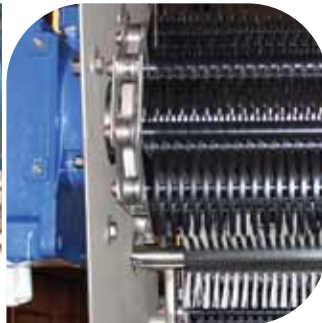
Service at Parkson is not merely about selling a part. Service is a critical component of keeping our customers' operations running smoothly and responding rapidly to any emergencies.

Parkson is dedicated to solving the myriad of problems that a customer might face and serving as the water expert, even if that means thinking through applications that might be outside of our existing installed scope. Our staff has engineering depth and tens of thousands of installations experience in resolving whatever a customer may be facing.

Parkson is committed to helping in a friendly, professional manner. You will "hear" the smiles on our faces and the determination in our voices as we diligently strive to exceed your expectations.

## Parkson Facts

- High-performance integrated solutions
- In-house engineering
- ISO 9001-2008 certified
- Single source accountability
- Customer-focused service, support and maintenance

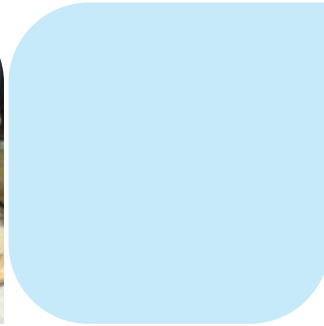


## Genuine OEM Parts

We supply factory-certified authentic parts for our systems, no matter the installation date. Customers can be confident that they are obtaining the highest quality components with an extended warranty.

Parkson's parts are designed for our products to provide lasting performance.

Our Sales and Services Team combines in-depth product knowledge with the engineering expertise that keeps our products running efficiently, year after year. We fully support all original Parkson products and acquired product lines: Hycor®, American Bulk Conveying, Lanco Environmental and Great Lakes Environmental, always providing original OEM parts. Our highly dedicated specialists understand that downtime and supply errors are costly for plants. By combining product knowledge, fabrication records, engineering drawings and Bills of Material and an inventory of standard wear items, our staff is able to quote and supply the exact authentic part needed for your equipment.



## Service Maintenance Programs

Customers are often responsible for a very large operational scope – extending well beyond their Parkson components. As such, customers may not be able to effectively monitor the performance of every aspect of their facilities. Parkson creates customized maintenance programs tailored to providing the necessary preventative and periodic care to keep your Parkson equipment functioning optimally. We offer monthly and quarterly programs.

In addition, our Field Service Technicians can provide the following:

- Assessment of the equipment's overall performance
- Assessment of the current maintenance practices and retraining of maintenance personnel, if necessary
- Recommendation of any parts that may require repair or replacement prior to the next scheduled visit

Our Service Maintenance Programs offer numerous benefits:

- Extended life of the unit and its consumables
- Insight into wear and tear
- Reduced risk of unplanned downtime
- Inspection of equipment performance and condition by knowledgeable, certified field service technicians
- Reduced costly repairs

## Field Services Group

For five decades, Parkson's Field Services Group has been providing service and maintenance for the water and wastewater needs of municipal and industrial customers. We leverage our network of resources, including in-house engineering and laboratory capabilities, to keep your plant running smoothly.

Our Service Technicians are the backbone of our Field Services Group. With decades of experience and product know-how, our team of dedicated professionals is with you every step of the way. We offer:

- Regular on-site support for your operations
- Inspections
- Maintenance programs
- Initial start-up
- Equipment reviews
- Operator training

## Customer Call Center

Parkson created a focused team to provide rapid resolution for customers that encounter issues with their equipment. We are committed to:

- Providing the right Parkson personnel to resolve your issue
- Providing timely resolution and follow-up with the customer in order to confirm the status of the issue

# Programmed Rebuild & Retrofit Options

Parkson has developed detailed rebuild programs that enable products to last for decades. In addition to bringing the product to “like-new” condition, we can provide upgrades or modifications that allow the customer to take advantage of our continual product improvements. We have a global team of product engineers focused on improving the operational performance of our products. Our staff listens closely to customer feedback and seeks to make the changes that will improve operations. These upgrades can often be implemented in the field, providing an instant improvement to your equipment.

These are the programs that we offer:

## Parkson-Certified OEM Parts

### Description

- Customer purchases all recommended Parkson replacement parts and components
- Customer performs retrofit or rebuild on-site, without Parkson Field Service or Certified Parkson Installer
- This option is ideal for operators with extensive operational resources and knowledge

### Advantages

- Most economical option, if knowledgeable labor is available
- Since no service is provided, 90-day warranty is granted on all parts
- Parkson OEM parts are supplied

## On-Site with Parkson Technicians and OEM Parts

### Description

- Parkson-certified specialist will complete the Rebuild or Retrofit at the customer’s facility, replacing all recommended wear parts
- Newly reconditioned unit(s) will be placed back in operation without having been physically removed from customer’s plant
- One year warranty on the rebuilt equipment

### Advantages

- On-site solution
- Allows for additional training opportunity
- Parkson OEM parts are supplied

## On-Site by Owner with Parkson Supervision and OEM Parts

### Description

- Hands-on option allows customers to rebuild or retrofit the unit(s) themselves on-site using original, certified parts
- On-site supervision from a Parkson certified specialist
- One year warranty on the rebuilt equipment

### Advantages

- Best overall training opportunity
- Security of a Parkson-certified supervisor
- Parkson OEM parts are supplied

## Factory Rebuild with OEM Parts

### Description

- Hassle-free option that allows the customer to send their equipment for rebuild or retrofit to the factory or a Parkson certified service center
- One-year warranty on the rebuilt equipment

### Advantages

- Most complete Rebuild & Retrofit option
- One-stop solution
- Parkson OEM parts are supplied



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