

**Serving commercial,  
institutional and light  
industrial markets.**

Ecolab's Water Care Services Division offers unique patented products and advanced chemical delivery systems to meet the water treatment needs of our customers. Water Care Services serves many of Ecolab's Institutional, Food & Beverage, Textile Care and other accounts, allowing customers to benefit from the convenience of working with one company for all of their cleaning, sanitation and maintenance needs.



# Water Care Services

## AT A GLANCE

### Markets served:

Commercial/institutional market, including hospitality, healthcare, real estate, government, and educational facilities.

Light industrial market, including food and beverage accounts, textile mills, electronics parts and plastics manufacturers.

Commercial laundries  
Other industries

### Service provided:

A full range of water treatment programs for boilers and steam systems, cooling water systems – including chillers and refrigeration loops – and process wastewater treatment.

### Strengths:

A nationwide network of experienced Water Care specialists provide consistent technology, service and support for Ecolab's customers including key corporate accounts.

**OVERVIEW** Through its Water Care Services Division, Ecolab maintains clean water related systems by providing a full range of treatment programs for boiler and cooling water systems and wastewater applications. The division utilizes a whole systems approach, through which Ecolab specialists analyze – and optimize – the total efficiency of an industrial, commercial or institutional operation by looking at all cost factors. By balancing these variables, Ecolab keeps water-related systems functioning at peak efficiency.

This approach, coupled with Ecolab's Circle the Customer strategy, allows Water Care to work cross-divisionally to provide integrated solutions to its customers. An expert staff of engineers, chemists and research technicians provide constant support to the division's sales-and-service associates.



# Water Care Services



## THE MARKET AND ITS NEEDS

While homes use air conditioners and furnaces to heat and cool the environment, large facilities such as hospitals and office buildings use boilers, chillers and cooling towers. Typically known as HVAC (heating, ventilation and air conditioning) systems, they come in a range of sizes, depending upon the size of the building. Boilers, chillers and their distribution piping systems are housed in a facility's utility spaces, which can be the size of a compact car or a train car.

Water Care primarily serves Ecolab's Institutional, Food & Beverage, Textile Care and Pest Elimination accounts, allowing these customers to benefit from the convenience of working with one company for all their cleaning, sanitation and maintenance needs.

Many Ecolab customers, such as those in the food and beverage industry, use steam and chilled water for heating and cooling during production processes. If the water is not treated properly, scale and deposits can form, compromising temperature control, affecting product quality and even leading to food safety concerns. In addition, boilers, chillers and cooling towers, as well as the associated piping and distribution systems, represent a sizable capital investment for customers – one that must be safeguarded against corrosion that can lead to costly maintenance, inefficient operation and premature replacement. Ecolab works with customers to design water treatment programs that address their specific operations, and help protect their assets.

Process industries generate wastewater from production, cleaning and utility

operations that must be adequately treated before being discharged into the environment or the local sewer system. Ecolab helps customers meet the toughest effluent standards, minimizing surcharge costs, helping to avoid penalties and achieving compliance.

## TECHNOLOGY

Water Care product technology focuses on performance, reliability, ease of use and employee safety. Water Care products are formulated to protect boiler and cooling systems from scale, corrosion and deposits – costly problems that can lead to unscheduled downtime, equipment failure, spread of disease, and increased water and energy consumption. Products are formulated to address these customer concerns. For example, products such as *Oxxium 203* and *Boost 3000* are specifically designed for use in preventing the growth of dangerous bacteria in cooling towers and chilled water loops.

Ecolab is continuously testing its Water Care products and systems to ensure they meet the highest quality standards, and conducting ongoing research and development for further product and system enhancements. Many products and packages are designed to minimize employee contact, handling and disposal concerns. Several treatments include color indicators for fast, easy confirmation of proper dosage control.

Advanced control and product delivery systems are an integral part of Ecolab's complete Water Care program, which allows customers to benefit from state-of-the-art equipment, while avoiding high capital expenses and maintenance fees. Systems are designed to meet U.S. Occupational Safety and Health Administration requirements, helping customers prevent unnecessary fines. Automated sensing and control devices keep water systems balanced, chemical residuals in line and results in tune with expectations.

Ecolab has partnered with major equipment suppliers to provide its water treatment customers with total solutions to their water treatment needs. Our customers benefit from the strong innovative relationships we have with suppliers across all our divisions.

Water Care goes beyond providing advanced products and equipment. Service specialists analyze – and optimize

– the total efficiency of an operation by looking at all cost factors, including energy, chemicals, water and sewage, maintenance, labor and equipment depreciation.

## BROAD SERVICE AND SUPPORT

Throughout the country, Ecolab's highly trained Water Care specialists work directly with customers to protect and maintain their boiler process and cooling systems. Hands-on local service helps ensure that each individual facility's local water conditions are considered and each treatment program is tailored to meet the needs of the individual system. At the same time, Ecolab's extensive network allows customers to enjoy the savings and benefits of using a single vendor for consistent service throughout the country.

Water Care's sales-and-service associates typically have college degrees in chemistry, engineering or biology. Ecolab also has its own training program to certify Water Care specialists.

During regular service calls, Water Care specialists perform equipment inspections and preventive maintenance, product inventory checks, water tests, corrosion studies, and operator log reviews. They also alert management to inefficiencies or safety hazards within the operation. Assistance is available day and night, through a 24-hour customer service network.

Water Care specialists are backed by a technical service support staff, including engineers, chemists, technicians and one of the largest research and development teams in the industry.

# A Water Care Service Call



## **Water Care specialists divide their responsibilities**

between making new sales calls and maintaining existing accounts. Like other Ecolab sales-and-service specialists, they are in frequent contact with ECOLink, Ecolab's customer service center, to stay on top of the most immediate needs and concerns of their customers.

On a typical service call, which takes place about once a month for each account, Water Care specialists will first check in with the plant engineer to see if there are any concerns or issues that may have developed since the last visit.

## **After meeting with the site manager, the specialist tests the water**

going into the system, the water in the chiller or boiler and the water in the cooling tower. Using an array of test kits and monitoring devices, they analyze each sample to determine whether the equipment is properly feeding biocides to control algae and slime, and whether treatment products are

inhibiting scale and corrosion. Specialists also check the calibration of control equipment being used, as well as overall performance of related equipment. In addition, they check inventory and make recommendations about reorders. When needed, specialists attend annual on-site boiler, chiller and cooling tower inspections required for insurance purposes.

At commercial properties such as office buildings, typical service calls take anywhere from a half-hour to a half-day, depending on the complexity of the systems being treated. In accounts where there is usually no engineer on-site, the specialist can provide full service, setting up systems as well as maintaining them. Once a system is set up, the specialist continues to service the account regularly. Larger commercial accounts such as hospitals and universities have their own staff of engineers educated on how to maintain their systems. Water Care specialists visit these accounts on a consultative basis, helping the customer apply the program that Ecolab has designed for them. Industrial accounts such as food manufacturing plants typically require more frequent visits to help safeguard their critical production processes, which use larger volumes of water for heating, cooling and wastewater control.

**After every service call, Water Care specialists fill out detailed service reports** using laptop computers and meet with staff engineers to ensure that all equipment is running properly. They also provide recommendations for improvements or corrections.

**Beyond typical service calls,** customers expect Water Care specialists to have the knowledge to work with government regulatory agencies, such as the Environmental Protection Agency, which controls effluent parameters. OSHA also periodically verifies Material Safety Data Sheets are available to workers and they are complying with safety standards. And because customers rely on specialists to keep them informed about regulations, they put on seminars throughout the year that include safety training.

