



## PREVENTATIVE MAINTENANCE AND TOTAL CARE AGREEMENT

Humidification and Evaporative Cooling

 **nortec**  
Member of the Condair Group

## MAINTAIN PEAK PERFORMANCE AND EFFICIENCY



Nortec Humidity is a leading manufacturer of commercial and industrial humidification systems for more than 40 years. We have state-of-the-art products, using the latest industry technologies along with our expertise, to meet the needs of any application. We are dedicated to providing the highest quality of service, maintenance, and care for your humidifier while certifying the system's quality and reliability year-after-year.

### Service Packages

There are two comprehensive service packages available. Choose the package that best meets your business needs.

#### **Preventative Maintenance**

Wear and tear can affect the performance of any humidification system. Preventative maintenance can go a long way to optimize production time by addressing potential problems before they become costly emergency repairs.

This full-service package allows you to pay for services as needed. It includes an annual service visit and water test, a complete system and operations review with your staff, priority response for on-site service calls, and unlimited telephone technical support.

Nortec understands the importance of your humidification system, which is why we want to provide our customers with full access to the industry's best support system. Enjoy the peace of mind that your humidification needs will be met year after year with either of these packages.

#### **Total Care**

As a premium, the Total Care package includes all the features of the Preventative Maintenance package - plus a few more.

This full-service package allows you to pay an annual fee for all inclusive services, making yearly costs predictable. In addition, the Total Care package includes a comprehensive warranty, spare/replacement parts, and the customary charge for labor and travel.



## QUICK AND ACCURATE WATER TESTING



At Nortec, we are dedicated to providing the highest quality products and services with a major focus on hygiene and sanitation. We know the importance of clean water and the detrimental effects of bacteria on individual health. Utilizing innovative technologies, our customers are assured of absolute system hygiene and reliability.

### Bactiquant®-Water Test - US-EPA Verified Technology

Bactiquant-water is a patented method developed to document and quantify bacteria in drinking water and utility water systems. This patented method reduces the analysis time for total bacteria from days to minutes and is verified by the United States Environmental Protection Agency (USEPA).

The analysis provides quick, accurate results and relevant information about water treatment processes in conjunction with the microbiological water quality. Furthermore, it affords a comprehensive quantification of total bacterial presence that includes planktonic bacteria, particle associated bacteria, anaerobes and aerobes.

The Total Care Service Agreements include one annual Bactiquant-water test with instant on-site certification. Each test includes an analysis of water from the pump station and a humidification head to capture the real-time hygiene of the system. To ensure correct and reliable measurements, all of our technicians are certified to perform the Bactiquant-water test through an extensive Mycometer training program.

**mycometer**  
rapid microbiology – on-site technology



**US-EPA**  
verified technology

**ASHRAE** innovation  
award recipient

## SERVICE AGREEMENT KEY FEATURES

Our Preventative Maintenance and Total Care Service packages access the following aspects of your humidification system.

- Bactiquant®-water on-site testing  
To ensure proper water quality during the humidification process
- Water pre-treatment  
To provide a function test, a water softener and carbon filter cleaning
- Reverse osmosis system  
To run and output performance test, and provide a filter replacement, a system disinfection, and UV light replacement (as needed)
- High pressure pump  
To provide a filter replacement, test safety features, UV light, disinfection of pump, pressure regulator adjustment, and solenoid valve rebuild (as needed)
- Controllers  
To provide a function test, parameter check, and inspection
- Humidification and maximum limit sensors  
To provide function test, calibration and cleaning



## SERVICE PLAN FEATURE COMPARISON

Features	Preventative Maintenance	Total Care
Annual service visit	■	■
Priority response for on-site service calls	■	■
On-site training - complete system and operations review with staff	■	■
Annual Bactiquant-water test - get instant certificate	■	■
Unlimited telephone technical support	■	■
Annual service visit - covers labor and technician travel		■
Comprehensive warranty - extends factory warranty		■
One fixed price guarantee - makes costs predictable		■
Spare parts and consumables (does not include salt for water softener)		■
Replacement parts		■

Protect your investment and set up the service package that's right for your business today.

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Bactiquant-Water is patented and trademarked by Mycometer.

