

SHAPING WATER TO YOUR NEEDS



LUBRON
WATER TECHNOLOGIES

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CUSTOMER SUPPORT

We are proud of our reputation for the very highest standards of customer support. We know how important continuity and compliance is to you, and because prevention is always better than cure, we provide an exemplary equipment maintenance service. Our experienced team of engineers carries out equipment health checks and monitoring to ensure your water treatment equipment is operating safely and at optimum levels. With Lubron as your partner, you can access specialist technical advice when you need it most, and be supported by our national team of service engineers, who are fully trained and experienced in all aspects of maintaining and repairing water treatment equipment.



CARE PACKAGES

At Lubron our customers have different water treatment applications, and for each application the service requirements differ. That's why we have tailored service packages and additional services to meet all our customers' requirements.

	LUBRON ESSENTIAL CARE	LUBRON ASSURED CARE	LUBRON COMPLETE CARE
SERVICE VISITS	✓	✓	✓
WATER QUALITY CHECKS	✓	✓	✓
DISCOUNTED CONSUMABLES & PARTS	✓	✓	✓
PREFERENTIAL LABOUR RATE	✓	✓	✓
TECHNICAL SUPPORT	✓	✓	✓
ELECTRONIC SERVICE REPORTS	✓	✓	✓
PRIORITY BREAKDOWN RESPONSE	✓	✓	✓
SPARE PARTS ON VAN	✓	✓	✓
SERVICE CONSUMABLES	✓	✓	✓
NOMINATED LEAD ENGINEER		✓	✓
24/7 EMERGENCY TECH SUPPORT		✓	✓
RESPONSE WITHIN 2- 3 WORKING DAYS	✓	—	—
GUARANTEED 24 HOUR REPOSE		✓	—
GUARANTEED 8 HOUR RESPONSE			✓

ADDITIONAL SERVICES

In addition to the above Lubron care packages we can offer the following options to truly personalise your service plan:



WATER PLANT OPTIMISATION



WATER TREATMENT CHEMICALS



REMOTE MONITORING



4 HOUR RESPONSE



LABORATORY ANALYSIS



CALIBRATION



SALT



CUSTOMER PORTAL



WATER HYGIENE HTM 04-01

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