

## SERVICE & PARTS - We are here to help

Periodic maintenance using TrojanUV<sup>®</sup> replacement parts is key to ensuring your UV system is operating efficiently and continuing to meet your treatment\* requirements. Our team of Account Managers and Service Technicians are here and ready to help with your service and parts needs.

### On-Site Service

We offer a range of on-site services that can be packaged and tailored to meet the specific requirements of your UV system. These services can free up time for plant operators and also help to extend the life of your system. Our team of local service technicians go through extensive training to become certified Trojan technicians. Their certification means that they are fully prepared to not only carry out the necessary repair services on your TrojanUV system but they can recommend ways to maximize its performance while minimizing energy consumption and operating costs.

#### System Inspections

A system inspection is a review of the key areas of your system's operation. You will receive a comprehensive report that includes:

- ✓ Details about the overall condition of your UV system with guidance on how to improve system performance and operation
- ✓ Available system upgrades so that you can save costs, add functionality and benefit from our latest technologies
- ✓ Information to help you budget for and schedule preventative maintenance
- ✓ A recommended list of spare parts to have on hand to streamline maintenance tasks

#### Preventative Maintenance, Repairs & Troubleshooting

Regular preventative maintenance can do a lot to extend the life of your UV system and keep it operating efficiently, avoiding unplanned repairs and allowing you to anticipate maintenance costs. If you would like an extra hand with maintenance, we can:

- ✓ Help with as little or as much as you'd like, whether you just need advice on your system's maintenance, or would like us to complete your maintenance tasks
- ✓ Prepare your system for seasonal startup or shutdown
- ✓ Review your preventative maintenance records and offer a proposed schedule



## Training

If you have new staff that needs to be trained on your UV system, or your team could use a refresher, our Service Technicians offer training courses:

- ✓ Basic system operation and UV fundamentals
- ✓ Routine preventative maintenance
- ✓ System optimization for more efficient operation
- ✓ Safety considerations and recommendations
- ✓ Troubleshooting best practices

## Sensor Verification

To comply with permits, drinking water treatment plants are obligated to verify delivery of the correct UV dose by routinely checking reference sensors. Our expert Service Technicians can take care of sensor checks for you and arrange for sensors to be sent to our in-house laboratory for recalibration when required.

## Controller Upgrades

We are continually working to develop new and innovative controller solutions that can provide customers with energy, labor and maintenance savings. Our Service Technicians can recommend and implement controller upgrades that are available for your plant which can give you:

- ✓ Added functionality for monitoring and automating system operation
- ✓ Expanded capabilities for operating your system remotely
- ✓ Flexibility in configuring controllers to meet site-specific needs
- ✓ More detailed data on system status and alarms to simplify troubleshooting
- ✓ The latest, in-production, controller hardware to ensure replacement parts are easily accessible

## Emergency Services

Our Service Technicians can be quickly deployed to your location to find the root cause of your issue and get your UV system back up and running as fast as possible. In the event of a natural disaster, we can assess the damage, make recommendations for repairs and rebuild the UV equipment.

## Remote Technical Assistance

We provide over-the-phone technical support from our Technical Assistance Center (TAC) in London, Ontario, Canada. All Service Technicians have field experience and are thoroughly trained to provide installation support, startup assistance, and equipment troubleshooting.

**TAC is open Monday to Friday, 8:00 am to 5:00 pm (EST).  
After hours emergency support is available 24 hours per day, seven days a week.**

**[tac@trojantechnologies.com](mailto:tac@trojantechnologies.com)**

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## TrojanUV Replacement Parts

If it's not a genuine TrojanUV part, it shouldn't be part of your TrojanUV system. Each component of your system has been designed and developed through extensive research and validation to work together. [By ordering TrojanUV parts](#), you will be receiving high quality components along with these other benefits:

### Lifetime Performance Guarantee

When you use TrojanUV parts, we guarantee that your system will meet the treatment requirement specified at purchase, provided that the system's original design parameters haven't changed (e.g., flow rate, UV Transmittance) and maintenance is completed per the UV System O&M manual. Should you experience an issue, our Service Technicians will work with you to resolve it as fast as possible.

### Safety Certifications

Our systems, together with their parts and components, have been accredited by safety standards organizations UL, CE and CSA. Exchanging your system's parts with non-TrojanUV parts may void UV system safety certifications and could create unsafe conditions for operating and servicing your equipment.

### Validated Equipment and Components

Our UV systems, including components, have been developed through extensive research and are designed to work together. They have also gone through testing by a third party to confirm and validate their performance.

### Free Recycling Program

For municipal treatment plants in North America using TrojanUV parts, we arrange and cover the cost for your used lamps, lamp drivers (ballasts) and electronic boards to be picked up and shipped to an approved recycling facility. Simply fill out our [Recycling Form](#) and we'll take care of the rest.

### Warranty Coverage

Using non-TrojanUV parts in your system may void your equipment warranty. So be sure to use genuine parts; we offer comprehensive warranties on our lamps, lamp drivers (ballasts) and UV sensors. To check your warranty eligibility, complete and submit a [Warranty Claim Form](#).

\*Specific UV systems manufactured by Trojan Technologies have been validated through microbial testing. Through this testing, performance data has been generated for UV dose delivery to inactivate Escherichia coli (E. coli), fecal coliform, Poliovirus, Cryptosporidium, Giardia, and Adenovirus. For a detailed list of UV systems and target organisms, visit [www.trojantechnologies.com/en/support/treatment-claims](http://www.trojantechnologies.com/en/support/treatment-claims)

For more information, reach out to your regional Trojan representative, or contact your Trojan Account Manager at: [info@trojantechnologies.com](mailto:info@trojantechnologies.com)

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