ariaFILTRA™

Service and support

ariaCARE™

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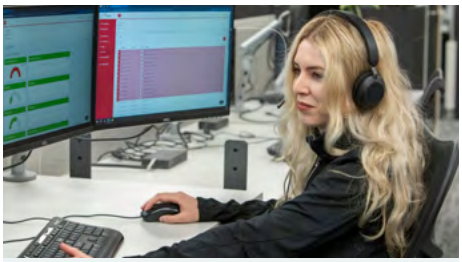
Aria CARE™ offers a comprehensive range of services that provide convenient, reliable ways to ensure efficient system operation and minimize downtime.

Regular servicing is a proactive measure to maintain the performance of your Aria Filtra® membranes and system. By leveraging decades of experience and expertise from the Aria CARE service team, you can maximize run times, maintain water quality, reduce operating costs, and extend the life of your membrane system. Our trained staff provides the right level of service and support to help you achieve your goals.

Benefits of Aria CARE service and support

- ✔ Reduce operational costs
- ✔ Upskill operators
- ✔ Improve system productivity
- ✔ Extend membrane module life



TECHNICAL SUPPORT HOTLINE

Engage a technical expert who can help you troubleshoot 24 hours a day, 7 days a week.
Call us at +1 (866) 475-0115.

Process optimization services

Through our process optimization services, Aria Filtra process engineers and module experts look proactively at your system to uncover insight that will enable you to pinpoint the root cause of operational fluctuations since initial startup; improve performance; increase productivity; and potentially reduce chemical, energy, and time demands.

We evaluate your processes, analyze your operating data, and test water quality to identify and recommend opportunities for improvement and optimization across:

- **Controls:** Fine-tune system programming, leveraging adaptive controls that respond to changing process conditions.
- **Throughput:** Adjust the timing and flow rates of interdependent processes to maximize output.
- **Module life:** Recover fouled membranes, identify underlying causes, and design processes to reduce future damage.
- **Cleaning:** Evaluate your current cleaning recipe and test adjustments to composition, timing, and/or frequency.

Health check

The Aria CARE health check service provides a practical, time-stamped diagnostic assessment of your system, allowing you to proactively plan for future needs, such as module replacement, SCADA and operating system updates, and spare parts.

Our experts will inspect:

- Membrane rack operations
- CIP
- System controls
- Electrical and mechanical functions
- SCADA/HMI

Upon completion of the inspection, we will identify future needs and make any necessary adjustments or improvements to your system. You will receive a detailed service report with recommendations to help you maximize productivity and extend system longevity.

Module autopsies

Through analysis of module fibers, our experts can help you estimate the remaining life and identify opportunities to optimize processes and cleaning. Depending on the contaminants and total suspended solids found in the fibers, we may recommend changes to cleaning frequency or recipes.

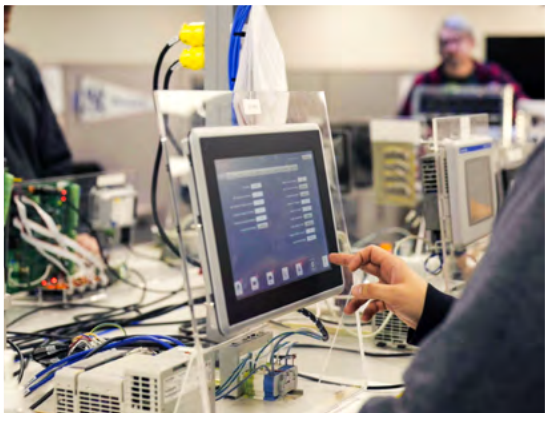
Our process begins with a clean test to determine if the module is cleaning effectively. If the test result shows it is not, we conduct an autopsy. Because the autopsy destroys the module, we will ship you a replacement. If cleaning has improved, we will provide the recommended cleaning steps for the whole system.

Module replacement and system upgrades

- ✔ **Membrane module replacement:** Ask us how our customer loyalty program can help you plan for it.
- ✔ **Spare parts:** Contact us, your one-stop shop for all parts associated with Aria Filtra systems.
- ✔ **Upgrades to controls, instruments, and valves:** Improve performance and reliability by upgrading to state-of-the-art software and the latest hardware to meet regulatory requirements.

Aria CARE offerings

	Years 0-3	Years 4-7	Years 8-10	Years 10+
Health check	✔	✔	✔	✔
Process optimizations				
Flux maintenance	✔	✔	✔	✔
Clean-in-place (CIP)	✔	✔	✔	✔
Pretreatment process inspection	✔	✔	✔	✔
Module life analysis			✔	✔
Operator training	✔	✔	✔	✔
Module autopsy	✔	✔	✔	✔
Spare parts supply	✔	✔	✔	✔
Instruments and valves	✔	✔	✔	✔
Mechanical equipment			✔	
Controls upgrades				
Software	✔	✔	✔	✔
PC/SCADA upgrades		✔		✔
Solenoid manifold		✔		
PLC upgrades				✔
Network platform				✔
Plant renovation/rehabilitation	As required. Reach out to your Aria Filtra experts for an evaluation. On average, rehabilitation is recommended every 10 to 15 years.			



Aria SMARTBOX™ real-time monitoring

Optimizing your Aria Filtra system requires insight into how it is operating today and how it will perform in the future. Aria SMARTBOX enables secure, private remote monitoring that offers quick, reliable access to critical system performance data.

This easy-to-use monitoring solution provides operators with a powerful set of tools to proactively identify and resolve potential performance issues that could lead to downtime or changes in water quality. With direct access to our technical specialists for remote diagnostics, troubleshooting, and operational guidance, you can resolve issues faster and maximize system performance.

Real-time alerts and immediate system status

Historic system trends and automatic reports

Safe, secure connection

Aria SMARTBOX is secure, user-friendly, and fully customizable, enabling you to tailor the information you see and how you see it.

Training and continuing education

Aria Filtra offers classroom and hands-on training to ensure your staff is empowered to continuously improve plant operations and extend membrane life. Even the most tenured operators can benefit from refresher training to keep them up to date on industry developments and maintain their water treatment certification through continuing education unit (CEU) credits.

Training topic examples

- **Membranes 101:** Basics of membranes and how they differ from traditional technologies like sand filtration
- **Introductory and advanced troubleshooting:** Common alerts, what they mean, and how to get the system back on track
- **Data analytics and smart controls:** Using your data to avoid downtime, reduce operating expenses, and extend membrane life
- **Advanced integrity test understanding:** What is calculated during an integrity test, what does failure mean, and how to remedy problems
- **Advanced water operations:** How upstream and downstream processes impact membrane health and operating expenses
- **Custom topics** based on your specific water treatment challenges

Training module*	Duration	Delivery mode
Service training Provided by field service engineer (FSE)	1 day	In person
Process training	1 day	In person
Service training Provided by FSE	1 hour	Virtual
Process training	1 hour	Virtual

*Ask the Aria CARE team if training qualifies for CEU credits.

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AriaFiltra

Aria Filtra, a division of Trojan Technologies, is the filtration partner of choice for municipal and industrial customers that need reliable access to consistent, high-quality water. With more than two billion gallons of installed capacity spanning six continents, Aria Filtra has the process expertise, proven technology, and intelligent systems that customers trust to reliably tackle their most complex water treatment challenges. Featuring industry-leading durability, reliability, and ease of operations, our broad portfolio of solutions ensures mission-critical functions continue to work as needed, day in, day out, for years to come.

Because of technological developments related to the products, systems, and/or services described herein, the data and procedures are subject to change without notice. Please consult your local representative to verify that this information remains valid.

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