

Step by step guide on how to handle non-municipal and municipal whole house applications.

Step 1: Client to complete the enquiry form.

Step 2: If the source water quality is unknown (Meaning non-municipal or municipal water with problems) proceed with the water sampling and testing.

Step 3: Communicate the time lines and cost to your client with regards to the analysis report from the laboratories. Client to pay upfront (shows commitment)

Step 4: Make use of Gordon Reid or any of the alternative laboratories listed on the Portal (<http://h2o-online.co.za/wp-content/uploads/2017/05/Laboratory-Services-1.pdf>)

Step 5: Pay and receive the report from the laboratory.

Step 6: Contact one of the designated suppliers (Aquamarine - andrew.morisse@murrob.com OR Water Purification Solutions - Shandor - shandor@wps.co.za) or if you would like to build a solution yourself you may contact Emile – emileb@h2o.co.za for assistance).

Step 7: Prepare the quotation making use of data sheets, technical drawings and flow diagrams if available (Microsoft Visio is a very good program to make flow diagrams and drawings) and parts list. Prepare the maintenance schedule/dates in a form of a log sheet together with the quotation. Can be found here: (<http://h2o-online.co.za/procedures/>) Please make provision for post filtration analytical work.

Step 8: Make an appointment with the client to discuss the problems and proposal in person. Take time to explain client's responsibility and ongoing maintenance cost.

Step 9: Once the quotation has been accepted and payment terms has been signed and received. Order parts from designated supplier and schedule build timeframes and installation date.

Step 10: Install, commission the system and do hand over once satisfied with everything. Do a follow up call the next day or visit the client if it's within your area just to check if all ok.

Step 11: Only do a post filtration analysis after 3 weeks, this gives the new system time to settle and will give you proper results.

Step 12: Prepare your client for the upcoming service and follow through. Keep the maintenance going and renew/adjust the schedule as required or when expired.