

# Service & Maintenance for Water and Wastewater Treatment Assets

Manufacturer-certified servicing of UV, filtration,  
chlorination, dosing and control systems.



- ✓ 20+ Service Technicians Across Australasia
- ✓ UF, RO, IX, UV, Chlorine, Dosing & Control Expertise
- ✓ Certified in Trojan UV, Wedeco, Evoqua Cl<sub>2</sub> systems, WTW instrumentation
- ✓ Over \$4M Stocked O&M Spare Parts Nationwide
- ✓ Major Hazard Facility Qualified

# Trusted by Australian Councils and Industrial Manufacturers

for Servicing Water and Wastewater Treatment Assets



## Common Plant Servicing Challenges

- Limited operator bandwidth for specialist UV, membrane and chemical systems
- Inconsistent maintenance histories or unclear asset condition
- Long lead times for critical replacement parts
- Increasing audit requirements for traceable servicing and calibration
- Ageing equipment producing lower output or higher manual workload
- Frequent alarms caused by sensors or actuators drifting out of calibration
- Compliance risks associated with chlorine gas and hazardous chemical dosing
- Managing multiple small or remote treatment sites with minimal on-site support

## Why Structured Servicing Is Essential

Key treatment system components are subject to wear and degradation; filter media fouls, membranes lose integrity or flux, UV intensity declines, seals wear, chemical dosing accuracy shifts, and analysers fall out of calibration.

Left unaddressed, these changes lead to reduced performance, higher alarm rates, process instability, and increased manual intervention.

Planned servicing restores equipment performance to specification and helps maintain compliance across all treatment types.

**FILTEC responds to these challenges through certified technicians, regional service coverage and structured maintenance systems that support water, wastewater, industrial and high-purity assets.**

Our maintenance programmes help operators maintain consistent system performance and meet their regulatory and quality expectations.

## What FILTEC Provides

- ✓ **Reduced operational risk** through certified technicians, structured servicing and proactive issue identification.
- ✓ **Multi-technology support under one provider**, including UV, dosing, filtration and instrumentation across mixed OEM assets.
- ✓ **Regional response with local stockholding** to minimise downtime and long lead times.
- ✓ **Lower whole-of-life asset cost** through planned maintenance and performance recovery.
- ✓ **ISO-backed consistency** supporting repeatable service delivery, documentation and audit readiness.

# FILTEC

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# Service Approach and Technical Capability



## Multi-OEM Certified Technicians

Technicians are certified across multiple OEM platforms, including Trojan UV, Xylem Wedeco UV, Evoqua chlorine gas equipment, WTW instrumentation and membrane technologies, enabling consistent servicing for councils operating mixed UV and chemical dosing systems.



## Regional Coverage Across Australia

Service teams are based in Melbourne and Brisbane, with technicians operating across Victoria, Queensland and Tasmania. Responsive support is provided for metropolitan plants, regional water and wastewater facilities and industrial sites.



## Instrumentation and Control Servicing

Instrumentation drift is one of the largest contributors to non-compliance and operational instability; FILTEC calibrates and maintains analysers, sensors, actuators, flowmeters, alarms and interlocks to reduce alarms, manual intervention and process variability.



## Local O&M Spare Parts Availability

Over \$4M in operational and maintenance spare parts are stocked nationally, including UV components, membranes, chlorine equipment, instrumentation and media. Technicians carry ute-stock to enable rapid replacement and reduced downtime during service activities.



## Disinfection, Filtration and Dosing Expertise

FILTEC services a broad range of treatment assets, including UV disinfection, ultrafiltration and RO membranes, media filtration, clarifiers and chemical dosing systems across council and industrial water and wastewater plants.

# Service Assurance & Governance



## Proven Customer Satisfaction (86 NPS)

A consistently high Australian NPS score (86) reflects reliable service delivery, strong communication and proven outcomes for councils and industrial operators.



## Hazardous Chemical and MHF Competency

FILTEC services chlorine gas, hypochlorite, coagulant and caustic dosing systems in line with Australian regulations, with technicians qualified to work in Major Hazard Facilities and complex high-risk environments.



## Engineering Oversight and Escalation

Engineering specialists support complex service engagements through membrane diagnostics, CIP optimisation, performance recovery and fault escalation, providing practical solutions where standard servicing is insufficient.



## ERP-driven Scheduling and Service Reporting

All servicing is planned and recorded through FILTEC's ERP system, providing consistent scheduling, traceable service histories and audit-ready documentation to support regulatory, operational and customer requirements.



## ISO-Certified Quality, Safety, and Environmental Systems

Service delivery is supported by ISO 9001, ISO 45001 and ISO 14001 certified systems, ensuring consistent processes and safe work practices across all sites.



# Service Capabilities



## Filtration

- UF membrane replacement and integrity testing
- UF membrane cleans (CIP) and pinning for fibre recovery
- RO membrane replacement and system reinstatement
- Ion exchange resin and media replacement
- Filter media changeouts (carbon, sand, greensand, anthracite, etc.)
- Gravity and pressure filter servicing
- Nozzle and underdrain inspection and servicing
- Clarifier mechanical inspection and servicing
- Cartridge filter replacement
- Ion exchange and clarification system servicing



## Disinfection

- UV system servicing and performance validation
- Lamp replacement and quartz sleeve cleaning/replacement
- Ballast, sensor and wiper system checks
- Shutdown inspections for UV and chlorine systems
- Chlorine gas system servicing, valve checks and leak testing
- Hypochlorite dosing pump and line servicing
- Calibration of chlorine analysers and dosing equipment



## Dosing & Control

- Dosing pump servicing and replacement of wear parts
- Polymer and batch system inspection and servicing
- Calibration of chemical analysers and probes
- Verification of sensors, flowmeters and instrumentation
- Checks of control interfaces, alarms and interlocks



## Engineering & Operations Support

- Treatment system refits, upgrades and component replacement
- Installation and commissioning of new equipment
- Design-build-install support for packaged and fixed systems
- Fault finding and process troubleshooting
- Preventive maintenance planning and implementation
- Monitoring, performance trending and reporting
- Site audits, calibration services and condition assessments



## CIP & Training

- CIP system servicing for chemical make-up and delivery equipment
- Softener inspection, resin checks and servicing
- Operator training for safe and effective system operation



## FILTEC 7 Service Standards



**Respond  
Swiftly and  
Effectively**



**Communicate  
with Clarity  
and Care**



**Act with  
Professionalism  
and Integrity**



**Prioritise Safety,  
Every Time**



**Be Dependable  
Always**



**Go Above and  
Beyond**



**Keep Improving  
Together**

## Service Planning for Complex Assets

FILTEC offers a premium service planning option that includes treatment process analysis, risk-based maintenance planning, lifecycle projections, and the development of a tailored Service Manual and Service Report.

This structured approach helps asset owners understand why servicing is required, optimises maintenance frequency, reduces operational risks, and provides long-term clarity on asset condition and performance.



**FILTEC**

## Brands We Supply and Service

FILTEC partners with globally recognised suppliers including Trojan UV, Xylem, Salsnes and BioForceTech, providing access to proven treatment technologies.

Our technicians are factory-trained in Trojan UV and Xylem Wedeco systems, certified in Evoqua chlorine gas systems and experienced with WTW instrumentation and membrane-based treatment systems, enabling correct servicing and reliable performance across multiple treatment processes.



## Local Service Team Presence Backed by National Technical Capability



FILTEC operates service centres in Melbourne and Brisbane, with technicians supporting customers throughout Victoria and Queensland.

We also service sites in Tasmania and, where required, can provide coverage to New South Wales and South Australia.

Our service teams are backed by more than 40 engineers, including over eight process engineers, ensuring technical support is always available.

## Council Plants We Service



### Non-Potable UV Upgrades Kyneton & Castlemaine, Victoria

FILTEC upgraded and commissioned Trojan UV 3000Plus systems and continues to service them, improving UV performance stability, restoring transmittance and reducing manual intervention, delivering compliant non-potable reuse operations.



### Greensand Filtration for Bore Water Wangaratta, Victoria

FILTEC designed, built and continues to service a greensand filtration system, restoring iron and manganese removal performance, stabilising treated water quality and reducing operator intervention at the bore water supply.



### Chlorine Gas System Refurbishment Echuca, Victoria

FILTEC refurbished Coliban Water's chlorine gas dosing system at the Echuca Water Treatment Plant, replacing key components, completing leak testing and reinstating reliable, accurately controlled chlorine dosing to restore compliant, stable disinfection across the council network.



### Multi-Site Disinfection Servicing MidCoast Council, New South Wales

FILTEC provides ongoing servicing for four MidCoast Council sites, maintaining Wallace & Tiernan barrier systems and Wedeco UV units, stabilising disinfection performance and improving operational consistency across geographically dispersed council assets.

## Industrial Plants We Service



### Ultrafiltration for Dairy Factory Stanhope, Victoria

FILTEC delivered and now services an ultrafiltration and pre-treatment system for a dairy manufacturer, improving feedwater consistency, reducing fouling rates and supporting stable, high-quality production water.



### Ultrafiltration for Mitchelton Wines Nagambie, Victoria

FILTEC rapidly delivered, commissioned and now services a UF system following flood damage, restoring critical process water supply and stabilising treatment performance for continued winery operations.



### UF Upgrade & Servicing Programme Saputo, Victoria

FILTEC delivered the UF membrane system and provided ongoing servicing, including membrane diagnostics, analyser calibration and fibre integrity checks, improving membrane productivity, optimising CIP frequency and maintaining consistent treatment performance.



**20+**

Service Technicians  
Across Australasia

**\$4 Mil.**

O&M Stocked Parts  
Nationwide

**UF, RO, UV**

IX, Chlorine, Dosing &  
Control Expertise

## Contact Your Nearest FILTEC Service Team

for scheduled maintenance and asset performance improvement

### Melbourne

1300 FILTEC  
Unit 13/40 Ricketts  
Road, Mt Waverley,  
VIC 3149

### Brisbane

1300 FILTEC  
Suite 14, 138 Juliette  
Street, Greenslopes,  
QLD 4120

### Auckland

09 274 4223  
102A Carbine Road,  
Mount Wellington,  
Auckland 1060

### Wellington

04 232 2402  
Unit 1, 18 Northpoint  
Street, Plimmerton,  
Porirua 5026

### Christchurch

03 366 1100  
36a Sonter Road,  
Wigram,  
Christchurch 8042

### Dunedin

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145 Main South  
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