

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 Cl₂ 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 fould, 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

Service & Maintenance for Water and Wastewater Treatment Assets

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 New Zealand

Service teams are based in Auckland, Wellington, Christchurch and Dunedin, with technicians operating nationwide. Responsive support is provided to metropolitan, regional and industrial treatment facilities across New Zealand.



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

Strong customer satisfaction results reflect reliable service delivery, clear 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 New Zealand 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.



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 Auckland, Wellington, Christchurch and Dunedin, with technicians supporting customers throughout New Zealand.

Our teams service metropolitan and regional water and wastewater facilities, as well as industrial treatment sites nationwide.



Council Plants We Service



Fairlie Ultrafiltration & Chlorination Upgrade Fairlie, New Zealand

FILTEC designed and commissioned an ultrafiltration and chlorination upgrade using Toray membranes, achieving 4-log protozoa removal, improving resilience during high-turbidity events and delivering ongoing compliant drinking water supply.



Wanaka UV Disinfection Deployment Wānaka, New Zealand

FILTEC delivered and commissioned two Trojan UV disinfection plants for Queenstown Lakes District Council, restoring compliance following a boil water notice and continuing to provide ongoing servicing and performance support.



Franklin Wastewater UV Capacity Upgrade Pukekohe, Auckland, New Zealand

FILTEC upgraded the Franklin wastewater treatment plant with a four-bank Trojan UV system, doubling treatment capacity, improving discharge quality and continuing to provide long-term servicing support.



Lockerbie Greensand & UV Treatment Plant Lockerbie, Morrinsville, New Zealand

FILTEC designed, built and continues to service a greensand and UV treatment plant for Matamata-Piako District Council, delivering secure bore water supply, stable iron and manganese removal, and scalable capacity to support community growth.

Industrial Plants We Service



Containerised Membrane Filtration Plant Waikato, New Zealand

FILTEC designed, built and continues to service a containerised membrane filtration plant with lamella pre-treatment, delivering stable low-turbidity process water and consistent 5,000 m³/day performance for a major dairy manufacturer.



Synlait Greensand & Ion Exchange Plant Pōkeno, Waikato, New Zealand

FILTEC designed and constructed a greensand and ion exchange treatment plant, producing boiler and process water from bore supply. Ongoing servicing maintains iron and manganese removal, supporting uninterrupted dairy production operations.



Chlorine Gas System Retrofit Waikato, New Zealand

FILTEC retrofitted a chlorine gas dosing system into an existing dairy treatment plant and continues to service it, restoring reliable disinfection control and supporting regulatory compliance across manufacturing operations.



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

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

03 488 6200
145 Main South Road,
Green Island,
Dunedin 9018

Melbourne

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

Brisbane

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