



"Quality Service for Quality Equipment"

Preventive Maintenance Program

Features

Preventive Maintenance (PM):

- Assure consistent high quality operation of your equipment
- Prevent unexpected down time
- Generator major components can be replaced during the PM visit if requested*
- Regularly scheduled visits from a qualified Pacific Ozone technician
- Equipment performance certification
- Available to all customers with an open account or approved credit card
- 10% discount on parts used to maintain or repair the ozone equipment
- Priority emergency service
- Available for newly installed or existing in-field Pacific Ozone equipment †

*Charges for major components apply. Must be requested 14 days before the scheduled visit

†Existing in-field Pacific Ozone equipment must have a standard service call performed to return equipment to the manufacturer's specifications to qualify for a Preventive Maintenance (PM) contract. Pacific Ozone reserves the right to deny a PM contract if the equipment is beyond usable condition or installed incorrectly.



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PM Check List

Service visit A

- ✓ Inspect filter elements. Replace if necessary*
- ✓ Inspect and clean ozone reactor cell exterior and heat transfer surfaces
- ✓ Inspect and clean ozone reactor cell cooling fan
- ✓ Inspect and clean fan intake screen
- ✓ Inspect and clean power supply cooling fan
- ✓ Inspect open power supply circuit board for hot spots
- ✓ Clean power supply heat transfer surfaces
- ✓ Verify controller voltage output and calibrate if required
- ✓ Measure main incoming AC voltage
- ✓ Verify proper control range (manual control)
- ✓ Verify proper control range and auto-tune function of optional PID equipment*
- ✓ Basic process evaluation. Start/stop cycle. Injector suction cycle
- ✓ Inspect ozone system for water leaks
- ✓ Clean cabinet fan screen
- ✓ Measure ozone output (grams per hour)
- ✓ Measure injector suction capacity
- ✓ Clean water-traps and/or auto-drains
- ✓ Measure oxygen concentration percentage (if equipped with onboard oxygen concentrator)
- ✓ Inspect ozone monitors (if equipped). Replace membranes and electrolyte*. Zero and calibrate*
- ✓ Inspect primary and secondary injection check valve (if equipped)
- ✓ Inspect all wire termination points for hot spots

Service visit B

- ✓ All items included in Service visit A
- ✓ Clean machine interior and exterior surfaces
- ✓ Inspect equipment with ozone leak detector
- ✓ Inspect pump for proper operation*
- ✓ Replace power supply cooling fan, as required – MTBF is 20,000 hours
- ✓ Replace ozone reactor cell cooling fan, as required – MTBF is 20,000 hours
- ✓ Inspect solenoid valve for complete closure (if equipped)
- ✓ Inspect wire harness routing & security; confirm away from high voltage
- ✓ Replace filter elements*
- ✓ Evaluate ozone destruct performance (if equipped)
- ✓ Rebuild compressor (internal compressors only) – MTBF is 15,000 hours
- ✓ Measure compressor pressure and flow rate (internal compressors only)*
- ✓ Replace Injector check valves (primary and secondary)
- ✓ Inspect Isolation Valve

**Excludes equipment not supplied by Pacific Ozone*



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How can I purchase a PM contract for my Pacific Ozone equipment?

Contact a Pacific Ozone sales representative and ask to purchase the preventive maintenance contract. Visits will be scheduled in six-month intervals[†]. You'll need to supply the following information: Install location, address, phone number, contact person, and model and serial number of the equipment you would like to have serviced.

[†] Frequency may vary depending on equipment operation duty and environmental conditions. Extra charges may apply.

More information you need to know...

- Customer is responsible for notifying Pacific Ozone of changes in equipment location. In the event a Pacific Ozone technician is dispatched to a location and the qualifying unit is no longer on site, the call will be considered complete
- This program is for labor only during normal work hours (8:00 a.m. to 5:00 p.m. Monday through Friday). Additional charges will be invoiced separately for services performed during any other shift.
- All PM services will be performed on a "scheduled shutdown" basis during the first shift (8:00 a.m. to 5:00 p.m. Monday through Friday).
- Preventive maintenance can normally be completed in three hours per machine. If more time is needed, you will be promptly notified.
- Prior to a scheduled visit, Pacific Ozone will call to establish a mutually convenient date and time for the visit
- After each visit, it is the customer's responsibility to dispose of any used filters elements, fans etc. Used parts which are eligible for core credit (ozone modules, power supplies, controllers, oxygen concentrators, and destructs) must be returned to Pacific Ozone by first obtaining a Return Materials Authorization from the Pacific Ozone Service Department. Products shipped without Pacific Ozone's authorization may be returned to Buyer at Buyer's expense. Credit for returned products is at the discretion of Pacific Ozone and may be based on the applicable manufacturers return policy. Restocking and / or handling charges will apply to all returns. All freight expenses are the responsibility of the customer.
- It is the responsibility of the customer to ensure that the required utilities, such as electric power, water, and air, are connected to the ozone generator when the service technician arrives.
- Pacific Ozone reserves the right to invoice the customer for labor due to either: (1) Being unable to perform scheduled work due to customer imposed constraints; (2) False alarm service requests; (3) Service work required on covered equipment caused by undesirable external conditions such as voltage spikes, dirty feed air, etc.
- PM contracts do not eliminate the owners need to regularly check critical items such as water traps, filters, fans, etc.



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Additional charges will apply for:

- Printing, handling and postage for additional materials such as major components.
- Repairs that require equipment to be removed from location.
- Travel expenses such as mileage, boat, air fares, lodging, rental cars, per diem, etc.
- Labor charges for locations with limited or restricted access, or locations that require technicians to clear security checkpoints.
- Repairs to resolve malfunctions that are a result of utility issues such as excessive water pressure, voltage spikes, water infiltration to the generator, dirty feed gas, etc.

Additional charges will be invoiced at time and material rates.

Repairs to items external to the machine such as water lines, electrical outlets, other water treatment devices, and compressed air/gas systems are not the responsibility of Pacific Ozone.

Options at additional charge:

- **Frequency** of visits can be increased for high duty applications or unclean / harsh environmental conditions.
- Additional **copies of completed PM checklists**.
- **Status Reports** of PM visits will be provided to customers after the PM visit is completed. Reports are provided via e-mail. Additional charges may apply for faxed or mailed copies.

Pacific Ozone SERVICE

Pacific Ozone stands for quality and reliability in ozone equipment. Pacific Ozone Service programs continue that tradition by providing all-around management of service, commissioning, and preventive maintenance.



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Pricing for PM Program:

Pricing is applicable for installations within 200 miles of a designated service center

ON-SITE HOURLY RATES

Weekdays (Mon-Fri)

First 8 hours \$115/hr

After 8 hours \$165/hr

Saturdays

First 8 hours \$150/hr

After 8 hours \$195/hr

Sundays/Holidays

First 8 hours \$195/hr

After 8 hours \$240/hr

Standard hours are any eight (8) hours occurring between 6am and 6pm Monday through Friday.

MINIMUM CHARGES

A minimum service fee charge of \$500 will apply Saturdays, Sundays and Holidays. Minimum charge will be four (4) hours at applicable rate. (This applied when a customer requests a service technician to stay over on weekends or holidays, even though no work is being performed. Due to safety concerns, it is the policy of Pacific Ozone that no technician or other employee will work in any facility alone. For that reason, another person must be in the immediate vicinity while work is being performed on the equipment. A minimum of 2 hours on site will be required to perform service on each piece of equipment.

TRAVEL TIME

Time will be charged to and from the job site as follows:

Weekdays and Saturdays \$60/hour

Sundays and Holidays \$120/hour

EXPENSES

Mileage (personal vehicle) Current IRS Rate

Taxi, Airplane, Rented Automobile and Lodging Actual Cost

Miscellaneous Expenses Actual Cost

Per Diem (Meals) \$55/per day

Pacific Ozone shall in no way be liable for any losses, costs, forfeitures, and all other consequential damages (including loss of profits, liabilities of the purchaser to its customers or third person), whether direct or indirect, and whether or not resulting from or contributed to by the default or negligence of Pacific Ozone, its agents, employees and subcontractors which might be claimed as a result of service rendered.