



# Customer and Field Service

Our Service Department is committed to providing efficient, educational answers to customer questions in a helpful, friendly manner, and ensuring that the product EDI is supplying to the customer is ready to operate as designed while meeting our high standards of quality and product specifications.

We provide quality on-site staff services, including training, inspections, start-up services and troubleshooting.

## CALL OR EMAIL THE SERVICE DEPARTMENT FOR YOUR PERSONALIZED QUOTE AND TO SCHEDULE A VISIT!

### Pre-Installation visits

This visit includes the review of the installation to provide tips and highlight common errors we see occur during installation. EDI can also assist in the inventory process by reviewing the shipment and packing slips with the project information. The overall goal of this type of visit is to ensure that the contractor has all hardware from EDI and necessary equipment needed to install the overall system; and to ensure they understands how the system is to go together.

### Start-Up Visit

A start up visit usually consists of three parts; final installation inspection of dry equipment, leak testing of the system with water and air and training for the operators. This trip is normally conducted after all equipment is installed and ready to start up.

There will be occasions where multiple startups or visits are required at a particular project site, usually because of multiple basins, or specialized equipment that is being phased into operation.

### Warranty or troubleshooting

Visits can happen at any time in the life cycle of an EDI aeration system. EDI personnel can help troubleshoot any kind of questions or concerns you have with regards to your system. Our decades of experience can help pinpoint areas of concern and offer solutions. Should you call with a serious problem, the highest priority will be assigned to that project in order to get it up and running as soon as possible.

