



INSTALLER, FILTRINE, AND SERVICE AGENT STARTUP RESPONSIBILITIES

Thank you for your recent purchase of Filtrine equipment. We appreciate having the opportunity to do business with you. Our customers are our top priority, and we strive for 100% satisfaction. This document outlines the steps to get your new equipment running, beginning with your installer.

PRE-STARTUP

INSTALLER RESPONSIBILITIES

1. Locates the *Filtrine Equipment Installer Checklist* within the *Filtrine Manual* (hung inside chiller cabinet). Performs the installation per *Filtrine Manual* and fills out *Filtrine Equipment Installer Checklist*.
2. Signs the filled-out *Filtrine Equipment Installer Checklist* and faxes or emails it to Filtrine. Fax: 603-352-0330. Email: service@filtrine.com.
3. As necessary, calls the Filtrine Service Department at 603-352-5500, with questions.

STARTUP

FILTRINE RESPONSIBILITIES

1. Reviews and approves the completed *Filtrine Equipment Installer Checklist*.
2. For medical applications: Assists in scheduling both first-stage and second-stage startup with installer and Filtrine Factory-Authorized Startup and Service Agent.
3. For non-medical applications: Assists in scheduling the startup with installer and Filtrine Factory-Authorized Startup and Service Agent.

FACTORY-AUTHORIZED STARTUP AND SERVICE AGENT RESPONSIBILITIES

1. Brings a copy of the *Startup and Maintenance Log* to startup appointment.
2. Confirms there are no leaks.
3. Opens service valves, adjust controls, and starts unit following instructions in *Filtrine Manual*.
4. Verifies control settings when full load is established.
5. Fills out *Startup and Maintenance Log*.
6. Emails completed log to equipment owner and Filtrine representative.

Note: Invoices are only to be emailed to Accounts Payable at jennifer@filtrine.com.

NOTE: SERVICES NOT COVERED BY FILTRINE STARTUP AND SERVICE CONTRACT*

1. Glycol, if required, and the labor to install or replenish it is the responsibility of the installer.
2. Any service call, parts and labor, determined to be non-warranty failures, such as those caused by power outages or poor water quality, and all consumable items (such as filter elements and glycol).
3. Services requested on weekends and/or outside of normal 8/5 weekday hours.

**Installer is responsible to provide a PO to the Filtrine Factory-Authorized startup and service agent for any services not covered by Startup and Service Contract or required as a result of unfinished Installation and/or unauthorized startup by other than a Filtrine Factory-Authorized Startup and Service Agent.*