

Service & Maintenance Program



KMS ASSIST[®]

Support

For improving membrane performance and longevity

K KOCH
MEMBRANE SYSTEMS



Market-Driven Solutions

The KMS Difference.

Get round-the-clock, round-the-world service from the most experienced field service engineers in the business.

What is the KMS ASSIST® Service and Maintenance Program?

Koch Membrane Systems' KMS ASSIST Program is a comprehensive service program designed to optimize performance of your membrane system. Promoting long term efficiency by regular site visits, keeping plant personnel trained, and providing dedicated support are at the heart of the KMS ASSIST Program.

Why Use the KMS ASSIST Program?

KMS understands that once you have invested in one of our many standard or customized membrane systems, keeping it running at optimal levels requires expertise that only KMS qualified personnel can provide. When you sign up for the KMS ASSIST Program, you protect your investment by tapping skilled support that will help you keep your membrane system running trouble free...now and in the future.



Our Customers

“After completing the start-up of one of the most energy efficient, leading edge MBR facilities, we chose to use KMS ASSIST to keep PURON Membranes operating at optimal performance.”

Robert Nespeca,
Vice President of
Asset Management,
PERC Water

“We are extremely pleased with KMS ASSIST. Keeping our plant operating means we don't have to incur additional costs and inconvenience by purchasing water from another town while our system is sitting idle.”

Public Works Director
Robert A. Cantoreggi,
Town of Franklin, Massachusetts



Value-Added Benefits

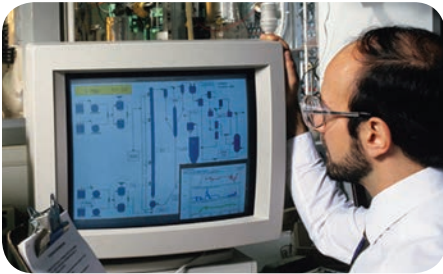
KMS ASSIST® Five Star Support.



Site Visits

Site visits by KMS' skilled personnel provide proactive assessment of your membrane system.

- Review membrane operation
- Inspect membrane condition and performance
- Controller / instrument optimization



Remote Data Acquisition/Monitoring

KMS personnel have the experience and expertise to help diagnose performance trends leading to a problem before they turn into costly failures.

- Real time observations
- Improves system performance and reliability
- Proactive response
- Data is securely archived



Performance Enhancing Reports

Reports provide detailed information to promote performance and system efficiency improvements by identifying problems before they happen.

- Benchmark and track membrane performance
- Suggest cost reduction measures
- Recommendations for system optimization



Training

Our trainers provide accessible documentation tailored to your facility to keep your on-site operators updated on the newest processes.

- Real world advice
- Balance of classroom and hands-on training
- Consistent operations
- Better maintenance and methods to lengthen membrane life



Telephone Support

Dedicated support line offers direct access to technical support.

- Rapid Response
- Emergency support
- Experienced personnel
- Peace of mind



For five decades, Koch Membrane Systems, Inc. has led the way in developing innovative membrane technologies that serve a diverse range of industries and applications around the globe. KMS provides solutions to markets including industrial and municipal water and wastewater, food and life sciences and industrial processes helping thousands of clients reduce their water footprint, increase productivity, and reduce costs. With an installed base approaching 20,000 systems throughout the world, KMS is setting the standard as a comprehensive membrane solutions provider.

KMS is based in Wilmington, Massachusetts, USA with factory direct representatives around the world and manufacturing locations in Wilmington, Massachusetts.

Contact your local Koch Membrane Systems representative for more information:

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