

## Protect Your Investment With The **Ixom Service Program**

- **Comprehensive Damage Repair**

Damage which occurs to your Ixom manufactured equipment in the normal course of operation will be repaired or replaced including supply and installation of structural repairs and replacement parts in accordance with Ixom's standard terms & conditions.

- **Trained & Experienced Service Technicians**

The Ixom Service Program allows our customers to take advantage of our highly trained service technicians. We have the equipment, experience and training to ensure the machines are well maintained while following OSHA regulations. Our dedication to safety and high level of training has earned us the prestigious SHARP recognition award time and time again. We have the means to safely service the equipment whether in municipal water tanks, lakes, reservoirs, or wastewater ponds & basins.

- **Guaranteed Annual Onsite Maintenance**

Ixom service personnel will perform a minimum of one (1) onsite equipment inspection & maintenance per yearly term of the service contract including mechanical, structural, and electronic components of Ixom manufactured equipment.



- **On-Site Crew Response for Critical Application and Operational Service Issues**

If service issues arise, the customer may be asked to perform a basic machine inspection and discuss results with Ixom's Customer Service Department. In some cases, the customer may be asked to perform minor tasks (i.e., cleaning, basic troubleshooting, and replacing minor parts). If replacement parts are needed, the factory will ship them out at no cost. For more serious application and service issues, Ixom will dispatch service personnel to resolve the issues onsite.

- **Removal, Storage, and Redeployment of Equipment**

For situations when Ixom equipment needs to be removed, stored, and redeployed, services can be offered at a discounted rate.

- **Access to On-Staff Water Quality Experts**

Ixom employs many experts in the water quality field including specialized areas such as limnology, hydrology, wastewater, biology, and engineering. Our water quality personnel are available for data analysis and troubleshooting when you need it.



**Contact us for a quote!**

Call 866-437-8076 or email us at [customerservice@medoraco.com](mailto:customerservice@medoraco.com)

