



Customer 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 training, inspections, start-up services and troubleshooting.

INSPECTION AND TROUBLESHOOTING

Field service visits may be classed into three basic types. These visits can be in one of two categories; the first of which is “fact finding” or a visit to assess the actual problems that are occurring within a system, and the second form of visit, to actually apply some form of fix or repair within an EDI aeration system.

Pre-Installation visits

This visit includes general instruction on how to install the system and a complete inventory is conducted by EDI and the contractor. 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 he understands how the system is to go together.

Start-Up Visit

A start up visit. Usually consists of three parts; final installation inspection of equipment, leak testing of the system 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. 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.

