

## Spares Supply and Consumable Replacement

We offer timely availability of genuine spare parts and consumables to assure reliable performance and maximum uptime while providing complete service support with on-site installation and recommissioning assistance for the spares.

- **Spares and Components** - Valves, ejectors, strainers, laterals, internals for demineralization, reverse osmosis, ultra filtration, softening and dealkalisation plants as well as for pumps, blowers, drives etc.

- **Consumables** - HYDRAMEM membranes, INDION Resins, activated carbon, polyelectrolytes, boiler and cooling water treatment chemicals, filter media, antiscalants and media cleaning chemicals.



## Annual Maintenance Services (AMC)

24/7  
Service

Our AMC ensures consistent plant performance by identifying and presenting problems before they occur. We offer the following services under our AMC:

- Testing of influent and treated water quality
- Testing of resins
- Inspection of mechanical components
- Troubleshooting problems and tackling emergencies to eliminate downtime
- Auditing plant performance and offering suggestions on maintenance and component replacement to reduce downtime, enhance efficiency and reduce operating cost

## Water Audits



A comprehensive study of the complete water circuit or any specific water/waste water system to assess the performance of the existing system and to explore the possibility of advancement in terms of capacity enhancement, process enhancement or optimizing the operational costs. The water audit includes:

- Survey of existing WTP/WWTP facilities and derive water balance
- To carry out root cause analysis and identify the areas of excess consumption
- To identify the source and process of the system to recommend recover and recycle excess/reject water
- Study of the existing chemical consumptions and find out means of optimization
- Prepare a process design package for optimization, recovery and reuse of water

## Water Treatment on Rental

We also offer 'Containerized/Skid Mounted Water Treatment Plant' on rental basis, for supply of treated water. This unique, first of its kind service in India will be offered to all types of industries:

- To meet your water requirements during breakdown of your existing water treatment units
- To make changes in currently available water quality
- To meet occasional requirements of higher quantity of water
- To meet temporary requirement of fully functional water treatment units during industry/institution site completion stages
- To provide standby water treatment unit during existing plant maintenance, and any other such temporary requirements

## Online BOD/COD Analyzer

In recent years online water quality monitoring technology has received attention and interest in context of providing accurate and continuous water/waste water quality information systems for monitoring parameters such as BOD, COD, TSS/Turbidity, ammonia, chromium, dissolved oxygen, colour, fluoride, nitrates, etc. All the major steps in traditional analysis are carried out by automated on-line analyzers. In case of sudden disturbance in the system, compared to conventional methods the on-line analyzers provide timely information for taking immediate corrective/preventive steps. The system can also be connected to the CPCB/State PCB terminal for on-line reading as per the statutory norms.



## Remote Monitoring Systems

Our Remote Monitoring provides unique and exclusive functionality that helps the customer to monitor the plant's performance remotely. The software system helps users to configure alerts for the process healthiness at strategically placed locations and access critical data at prescheduled time intervals. In addition, it enables to capture, analyze, store and share data across the user organizations. This makes it easy for the user to acquire and distribute the knowledge required to operate the water treatment plant and improve productivity by minimizing the down time by carrying out regular preventive maintenance. It also provides accurate information regarding the process data to enable continuous monitoring of the plants health remotely. It also sends alerts for key operations and maintenance. Service personnel are deployed during abnormal conditions or equipment break down.

To sum up, our teams of highly trained, skilled and dedicated, personnel present round the clock at the site ensure maximum utilization of the plant capacity with zero downtime. Our technical experts are present during trouble shooting and technical audits. We also conduct complete planned and organized protocol functions including periodic preventive and predictive maintenance, pre-operational checks, performance analysis, reviews with monthly reports and safety drills. Our services are focused on enabling customers save on capital expenditure and reducing operating cost.

**Our manufacturing units are ISO 9001 & 14001 certified. Our Patancheru unit is also OHSAS 18001 certified.**

To the best of our knowledge the information contained in this publication is accurate. Ion Exchange (India) Ltd. maintains a policy of continuous development and reserves the right to amend the information given herein without notice.

**INDION** & **HYDRAMEM** are registered trademarks of Ion Exchange (India) Ltd.

## ION EXCHANGE (INDIA) LTD.

### Corporate Office

Ion House, Dr. E. Moses Road,  
Mahalaxmi, Mumbai 400 011  
Tel: +91 22 3047 2042 | Fax: +91 22 2493 8737  
E-mail: ieil@ionexchange.co.in

### Customer Service Division

R - 14, T.T.C MIDC, Thane - Belapur Road,  
Rabale, Navi Mumbai 400 701  
Tel: +91 22 3989 0909 / 3913 2400 | Fax: +91 22 2769 7918  
E-mail: leena.varade@ionexchange.co.in

### OFFICES

Regional	Telephone	Fax	E-mail
Chennai	+91 44 3989 0909 / 3910 2900	+91 44 2815 3361	checro@ionexchange.co.in
Delhi	+91 11 3989 0909 / 3054 3200	+91 11 2577 4837	delcro@ionexchange.co.in
Kolkata	+91 33 3989 0909 / 3043 3400	+91 33 2400 4345	calcro@ionexchange.co.in
Vashi	+91 22 3989 0909 / 3913 2300	+91 22 2788 9839	mumcro@ionexchange.co.in
Branch			
Bengaluru	+91 80 2204 2888	+91 80 2853 2002	bngcro@ionexchange.co.in
Bhubaneswar	+91 674 326 9525 / 257 1491		bbsr@ionexchange.co.in
Chandigarh	+91 172 274 5011	+91 172 274 4594	delcro@ionexchange.co.in
Hyderabad	+91 40 3066 3101 / 02 / 03	+91 40 3066 3104	hydcro@ionexchange.co.in
Lucknow	+91 522 2235 422	+91 11 2577 4837	lko.general@ionexchange.co.in
Vadodara	+91 265 302 7489 / 90	+91 265 235 2932	brdcro@ionexchange.co.in
Visakhapatnam	+91 891 324 6253	+91 891 257 2007	sales.vizag@ionexchange.co.in
Factories: Ankleshwar   Hosur   Patancheru   Rabale   Verna			All India Service and Dealer Network
www.ionindia.com			

**ION EXCHANGE**  
Refreshing the Planet



SERV003 - 08193K



## Introduction



Ion Exchange pioneered water treatment in India and is Asia's largest water and environment solutions provider today, with a strong global presence. With over five decades of domain expertise, Ion Exchange is among few companies worldwide which offers an entire range of technologies, processes, products and services and provides total water and environment management for every sector – industrial, institutional, municipal and household, urban and rural.

This unique capability is backed by total service support providing customers with single-window solutions for a complete package of benefits.

With more than 1,00,000 installations worldwide for diverse industries and our in-depth knowledge of technologies, we offer our customers the entire gamut of our service capabilities with our 360° service solutions. Our services assure customers of:

- Consistent, continuous supply and quality of treated water
- Superior price performance ratios
- Production efficiencies
- Cost effective use of capital

## Operation and Maintenance (O&M) Services

We offer you the entire gamut of our service capabilities including supervision, training, maintenance, trouble-shooting and multi-point vendor co-ordination ensuring consistent, continuous supply and quality of treated water, superior price performance ratios, production efficiencies and most importantly cost-effective use of capital employed.

We provide comprehensive customized solutions for total water & waste water management to our customers, following international standard quality norms. We focus on innovation, technology & equipment upgradation, customer satisfaction and cost optimization while providing sustainable solutions. Our operations for running machines, equipments, instruments etc follow Standard Operating Procedures(SOP's).

### Plant Operations & Maintenance

We do routine monitoring of process parameters like pH, BOD, COD, colour, suspended solids etc. We also analyze chemical & power cost consumption of the plant to ensure optimum utilization of the plant capacity. We provide complete annual maintenance and overhauling services for the plant. In addition we also give support for plant running, periodic and breakdown maintenance.

### Safety

We follow and adhere to statutory health and safety requirements not just for the company but also for our clients. We also provide routine safety trainings to operators, technicians, supervisors and engineers at all the levels; we also conduct safety melas & safety audits for constantly improving safety standards.



### Power

- Adani Power Ltd.
- NTPC Ltd.
- Nabha Power Ltd.
- Tata Power
- KSK Mahanadi Power Ltd.

### Textile

- Welspun Ltd.

### Construction

- Wade Adams

### Drinking Water

- Indian Railway Catering and Tourism Corporation (IRCTC) at Multiple locations

## CUSTOMERS FOR O & M SERVICES

### Auto

- General Motors, India
- Tata Motors Ltd.

### Steel

- Tata steel Ltd.
- JSW Steel

### Oil and Gas

- Indian Oil Corporation Ltd.
- Hindustan Petroleum Corporation Ltd.
- Bharat Petroleum Corporation Ltd.
- Nayara Energy Ltd.
- Bharat Oman Refineries Ltd.

## Built Own Operate and Transfer (BOO/T)

Under BOO/T model, we design, supply, commission & operate the complete water & waste water treatment system. This model requires no capital investment by the customers & offers complete peace of mind, with Ion Exchange managing the complete operation & maintenance, procurement and inventory management of spares, chemicals and other consumables.

## Rehabilitation, Modification and Upgradation:

We offer our clients the significant advantage of our ability to re-design systems for incorporating technological advancements and meet altered conditions and capacities to achieve better efficiencies. We understand customer requirements, study upgradation plans and undertake work without hindering current operations thereby eliminating expansion worries.

System upgradation is carried out for better efficiency, enhanced capacity or changes in influent, treated water or effluent quality.

- Incorporation of clarifiers, filters, dosing systems, reverse osmosis and ultra filtration units to meet changing needs
- Introduction of efficient regeneration techniques and high capacity efficient resins
- Retrofitting demineralization plants with ultra filtration and reverse osmosis units
- Addition of polishing units downstream of main plant

### Rehabilitation covers:

- Fabrication
- Improved collection and distribution systems for efficient operation
- Rubber lining of vessels and tanks at site
- Replacement of components, vessels, pipework, tanks, etc.
- Automation for better controls, to enhance system efficiency, reduce errors, time lapse and operating cost

### ELROT:

We also provide ELROT (Equipment Lease Run Operate Transfer) service for our Rehabilitation customers. Our ELROT service, is provided without any capital outlay/investment by the customers. We upgrade, operate and maintain plants to provide cost effective and highly efficient solutions continuously.