



VIQUA UV System Maintenance Requirements

How to Ensure Optimal System Performance

VIQUA UV systems are relatively simple to maintain. Only two system components require replacement or cleaning on a regular basis: the lamp and quartz sleeve. Depending on how often the system is used (for example, if the system is not used continuously throughout the year because it's in a seasonal home), maintenance may be performed less frequently.



The UV lamp

If the UV system is in continuous use, the UV lamp should be changed every year. Due to the nature of UV lamps, over time, the production of UV-C drops off. While the lamp may appear to be working, performance will be compromised. Changing the UV lamp yearly prevents this issue.

► **Only use a VIQUA lamp in VIQUA UV systems.** Using a non-VIQUA lamp could impact system performance, and it voids all system certifications, which impacts system warranty.



The quartz sleeve

If the quartz sleeve is cloudy or fouled, it does not transmit the full UV dose into the water, and the system will not function effectively. Cleaning the sleeve is simple and requires the use of a mineral removal product such as CLR. Once the sleeve is thoroughly cleaned, it can be placed back into the system and is ready to do its job.

► **If the sleeve is extremely fouled or difficult to clean, it may need to be replaced.** Sleeves can last a long time but must be transparent to properly transmit UV-C light from the lamp to the water.

Earn customer trust – and repeat business

By educating your customers on the maintenance requirements for their VIQUA UV system, you can help them ensure their system is effectively treating their water and protecting their families. Plus, you'll be seen as a trusted subject matter expert who can help them with all their water treatment needs. And best of all, you can earn recurring revenue by performing their annual maintenance.

Become a VIQUA Certified Partner

To help you create new revenue streams, VIQUA will train you on selling, installing, and maintaining our systems. As part of the VIQUA Certified Partner Program, you and/or your installation team will receive our Certified Installer training, which covers best practices for installation and support for each application. Upon completion of the training, you'll be listed as a Certified Installer within our dealer network, and you can use the official Certified Installer logo on your marketing materials.

Assure your customers that their VIQUA system will be installed and maintained correctly, professionally, and safely. Learn more at VIQUA.com/dealers/certified-partner-program.

