

# SERVICE PRO®



***norweco***®

Engineering the future of water  
and wastewater treatment



A man and a woman in business attire are looking at a laptop screen. The man is on the left, wearing a white shirt and a patterned tie, with his hand resting on his chin. The woman is on the right, wearing a dark blazer over a light-colored top, smiling as she looks at the screen. The background is a soft, out-of-focus office setting.

# SERVICE PRO<sup>®</sup>

our cutting edge  
answer for the protection  
of tomorrow's environment

Our Service Pro control center is the up-to-the-minute way to manage your Norweco Singulair treatment system. It's the only control center that employs revolutionary Monitoring, Compliance and Diagnostic (MCD) technology. It automatically operates the treatment plant, monitors system operations and provides verification of all service work performed. Detailed information describing the performance of the Singulair treatment plant is accessible 24/7 via our password encoded website. Please consider the facts presented in this brochure. You will see why our Service Pro control center is the only management tool your treatment system needs and why Norweco is recognized as providing today's answer for the protection of tomorrow's environment.

solutions in wastewater treatment



# This is all you need to keep your treatment system running smoothly at peak performance

The Service Pro control center uses Norweco Monitoring, Compliance and Diagnostic (MCD) technology to automatically...

1. Operate each Norweco Singlair aerator and all wastewater treatment system components
2. Monitor their operations
3. Verify any service work performed on the aerator and all other system components
4. Provide secure 24/7 access to detailed history reports for each Singlair system on the Service Pro network at [www.servicepromcd.com](http://www.servicepromcd.com)

**THE SERVICE PRO® CONTROL CENTER** IS ALL YOU NEED TO OPERATE, CONTROL, PERFECTLY MANAGE AND MAINTAIN YOUR ONSITE WASTEWATER TREATMENT SYSTEM AND SINGLAIR PLANT. OUR ENGINEERS HAVE MADE IT EASY TO MONITOR SYSTEM PERFORMANCE, VERIFY COMPLIANCE WITH INSTALLATION REQUIREMENTS AND DIAGNOSE THE OPERATION OF ALL SYSTEM COMPONENTS. SERVICE PRO MANAGES IT ALL AND KEEPS YOU FULLY INFORMED OF DAY TO DAY OPERATIONS WITH ITS SECURE ONLINE 24/7 REPORTING FEATURE.



## Secure 24/7 online performance accountability

The Service Pro control center is linked via telemetry to Norweco's Service Pro website. MCD technology allows remote operational oversight of Singlair systems and real-time tracking of all service. Confirmation of proper system operation and the amount of time spent during each service visit are all reported and permanently recorded by the Service Pro website. If ever an alarm condition is received the registered service provider is automatically notified. Detailed service reports and an operational history for all Singlair systems equipped with a Service Pro control center are available on the secure, password protected website.





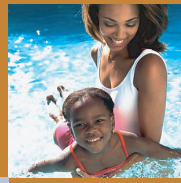
## customer focus

**Progress Through Service Since 1906. The number one reason why Norweco has succeeded for so many years is that we've been working hard to get the next generation of products to our customers. The Service Pro control center was developed to provide our customers the most technologically advanced remote monitoring system. Our industry leadership position rests on our commitment to service.**

### Consider the facts:

- Built-in telemetry device uses a telephone, internet or cellular connection to communicate directly with the Monitoring, Compliance and Diagnostic database. The Service Pro control center's programming code is securely maintained in a nonvolatile memory – all service data is fully protected against risk of a power outage.
- No unnecessary service calls. Self-diagnostic technology evaluates any Singulair alarm condition. If the condition is temporary, the Service Pro control center automatically resets without activating the alarm and telemetry system. In the event of a more serious problem, both alarms and the telemetry system are activated to automatically notify your local Norweco service provider.
- Notification of your local Norweco service provider in the event of a Singulair alarm condition by fax, email or telephone is immediate and continues until the required service has been performed.
- Customized service reports are automatically generated. Your licensed distributor can tell on a daily basis which systems are due for service and when service contracts are due for renewal.
- A complete service history for every Singulair system with Service Pro control center is recorded and maintained online at [www.servicepromcd.com](http://www.servicepromcd.com) and can be easily accessed any where, any time.
- Each service record is absolutely secure and only a mouse-click away for Singulair plant owners, the local Norweco distributor, service providers and local regulatory agency personnel. Each individual is issued a unique password that allows limited access to enclosed areas of the Service Pro website. The password determines which level of access is available to the password holder.
- The secure Service Pro control center enclosure contains knockouts for all incoming and outgoing wiring. Without even a screwdriver or a pair of pliers, you can connect the Service Pro panel to a telephone, internet or cellular connection.
- Fully warranted. The Service Pro control center is protected by Norweco's single source warranty program. Registration is automatic.
- Use of the Service Pro control center is not limited to new construction. Existing Singulair systems can be easily added to the Service Pro network and remotely monitored. All that is necessary is the installation of a telephone, internet or cellular connection.
- Operation and maintenance of a Singulair treatment plant and up to three additional components of the wastewater treatment system can be remotely monitored by the Service Pro control center and website. Proper operation of the entire treatment system is confirmed by the MCD technology. Every alarm condition and the amount of time spent on each service call are permanently recorded and readily accessible for performance oversight.
- Precision engineered and easily installed for comprehensive owner protection, the Service Pro control center and web based management system capably handle all residential wastewater treatment applications. The once and for all answer to guarantee proper operation and maintenance is only a mouse-click away.
- The Singulair Bio-Kinetic system components with Service Pro panel have been listed, licensed and/or certified by each of the following organizations.





Norweco distributors are located throughout the United States and much of the rest of the world. Research, product development, manufacturing, marketing and sales support are conducted inside our offices and factory in Norwalk, Ohio. Everyone at Norweco is committed to shaping the future of our industry.

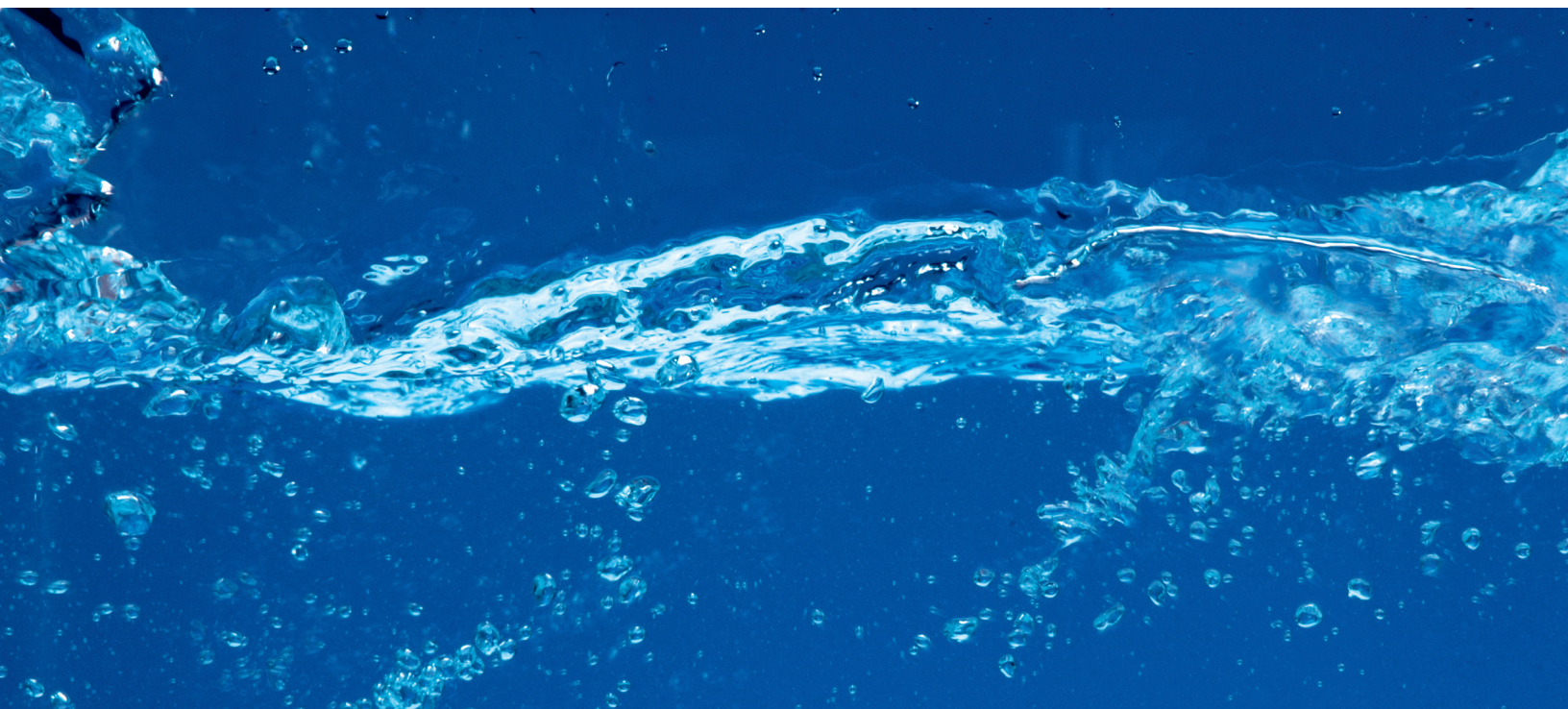
# engineering the future

of water and wastewater treatment

## Specify the SERVICE PRO® control center with MCD technology

The licensed factory-trained Norweco distributor in your area is ready to get a Singlair system and Service Pro control center up and running for you today. The control center and Service Pro website provide a powerful management tool that can monitor system performance, verify compliance with installation requirements and diagnose the operation of all system components. The Singlair system, Service Pro control center and Service Pro website combine to deliver state-of-the-art performance and homeowner protection. Remote monitoring and the web based management of site specific functional information assure years of reliable wastewater treatment and trouble-free operation. For additional information contact your local Norweco distributor today.





## comprehensive protection, guaranteed



Our Service Pro control center with revolutionary MCD technology is sold, installed and serviced by your local factory-trained and licensed Norweco distributor. It is warranted against defects in material and workmanship under normal use and service for three years from the installation date. Continuing protection is maintained by the Service Pro control center and website for the life of the remote monitoring agreement.

***norweco***<sup>®</sup>

*Engineering the future of water  
and wastewater treatment*

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### *Progress Through Service Since 1906*

*We engineer, manufacture, install and maintain advanced water and wastewater treatment technologies for residential properties, communities and commercial properties that are not connected to sewer lines. Norweco treatment systems are in service all over the world.*

*Norweco<sup>®</sup>, Norweco.com<sup>®</sup>, Singulair<sup>®</sup>, Modulair<sup>®</sup>, Travalair<sup>®</sup>, Singulair Green<sup>®</sup>, Ribbit Rivet<sup>®</sup>, Hydro-Kinetic<sup>®</sup>, Hydro-Kinetic Bio-Film Reactor<sup>®</sup>, Evenair<sup>®</sup>, Lift-Rail<sup>®</sup>, Microsonic<sup>®</sup>, Bio-Dynamic<sup>®</sup>, Bio-Sanitizer<sup>®</sup>, Bio-Neutralizer<sup>®</sup>, Bio-Kinetic<sup>®</sup>, Bio-Static<sup>®</sup>, Bio-Gem<sup>®</sup>, Bio-Max<sup>®</sup>, Bio-Perc<sup>®</sup>, Blue Crysta<sup>®</sup>, Phos-4-Fade<sup>®</sup>, Enviro-C<sup>®</sup>, ClearCheck<sup>®</sup>, ChemCheck<sup>®</sup>, Tri-Max<sup>®</sup>, Hydra-Max<sup>®</sup>, Service Pro<sup>®</sup>, MCD<sup>®</sup>, TNT<sup>®</sup>, WASP<sup>®</sup>, Grease Buster<sup>®</sup> and "BUSTER" logo are all registered trademarks of Norwalk Wastewater Equipment Company, Inc.*