

A man with glasses and a goatee, wearing a dark blue polo shirt with the BWT logo on the chest and white gloves, is working in a factory. He is looking down at a piece of equipment. The background shows industrial machinery and pipes.

# Critical Utilities in the best hands

OBTAIN PURE TRUST EVERY DAY.  
LIFELONG SAFETY ASSURED. WITH AQU@SERVICE.



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Products and systems customers can trust. Safety ensured. Thanks to AQU@Service from BWT.

# SERVICE. CREATING VALUE FROM WATER.

Your Critical Utility system is an integral part of your production! Therefore system availability is an important factor. Good to know: Even after you have started using the system, BWT will still be by your side as a reliable and competent partner. Our AQU@SERVICE offers all services related to the operation of your system as a one-stop shop, covering the complete life cycle of your system.

## QUALIFICATION GIVES YOU WINGS

Safe system operation in a regulated environment: Only the qualified service of the original manufacturer can ensure this in the long term. AQU@Service will provide you with "waterproof" documentation. Your administration and coordination efforts will be reduced significantly, and external audits and inspections can be carried out quickly and efficiently.



## OBTAIN CONFIDENCE WITH SERVICE

Reliable: Trust your critical utility system.

Instil that trust in the safety and reliability of your systems. Maintain that long-term feeling of certainty. With BWT service.



## AVAILABILITY

Vitally important for you  
- and for BWT



## PERFORMANCE

Greater performance with efficiency. Sustainability through optimum use of resources.



## QUALITY

For our products.  
For your processes.  
For all our lives.



## SAFETY

Enjoy the good feeling of being in the best hands!

We get the  
best out of it  
for you.



# THE MODULAR AND COMPREHENSIVE SERVICE FOR EVERY REQUIREMENT.

## BASED ON REAL NEED

Secure system availability is essential for critical utilities, as many subsequent processes depend on it. Whilst it may be uneconomical to spend too much on safety, spending too little is also highly risky. AQU@Service is a complete service, responsive to real needs.

- » Individual service plan (scope, regular cycle)
- » Modular and flexible
- » Manufacturer-independent, third-party systems can be incorporated
- » Total service from a single source
- » Sustain the qualified status
- » GMP-compliant documentation
- » Ideal preparation for audits and inspections
- » Maximum long-term availability



Our excellent service covers the entire life-cycle of the system. It starts after commissioning with regular inspection and maintenance and is supplemented by an on-demand service. This includes the calibration of sensors that are critical in terms of quality and processes, from replacement of membranes and seals, to proving the integrity of sterile filters. Good service also includes the management of spare parts, consumables and essential components. Full documentation is also supplied as standard.

The individual package is completed by a number of special services including laboratory analyses, regular testing of electrical systems and testing of ultrapure steam quality for use in accordance with EN 285.



# Into the future Together

## BWT IS HERE TO SUPPORT YOU

EVERY DAY. WHEREVER. WE'RE WITH YOU.

Take advantage of local expertise:

Benefit directly from the expertise of our local specialists who will share their valuable knowledge with your team in training sessions and courses or during commissioning or normal operation. An experienced expert is also available for emergencies at any time via a hotline. Preventative support and immediate assistance can be provided remotely, based on expert analysis of the system and its operating data.



Training



24/7 Hotline



Remote Assistance

Is your critical utility system not a BWT system, or have components surpassed their recommended lifespan? Either way we can help you. By auditing and recording the status of the existing system, we can provide support in terms of system and software updates, to ensure your system remains state-of-the-art or optimized to meet the changing requirements for the future.



Audit



Optimization



Upgrade

# DATA SERVICES & INTELLIGENCE

Get the best from your critical utility system. Compile and interpret system and operating data, together with a BWT analyst, to ensure correct decision making.

Continuous or periodic. Predictive or On-demand.

How often and how in-depth the data is examined is your decision. BWT places great emphasis on security: accesses are made exclusively via protected VPN connections. You define the level of access and support by a BWT specialist.



*We get the most out for you.*

# Safety and costs

## EVERYTHING IN BALANCE



SAFETY



COSTS



### SOUND JUDGMENT AND EXPERTISE

Ensure a reliable supply of critical utilities whenever it's needed, in the volume and quality required and as economically as possible. How do operators achieve this objective?

Should you act preventatively or respond reactively?

Should you plan your actions based on time or the plant condition? Should your long-term focus be on increased security or reduced spending? Obtain real value or live on borrowed time?

Operators live in a world of conflicting priorities. BWT has the solution.

Our preventative and condition-based AQU@Service is an economical solution for critical utilities that enables you to manage costs and risks effectively. The strategy for high level availability and long-term retention of value is to employ experience and skill. The system is inspected as part of the scheduled, regular service and issues identified as requiring further attention are assessed and discussed with the operator. Depending on the nature of the issue, action is either taken immediately or scheduled for a later date.

### TOTAL COST OF OWNERSHIP (TCO)

Buying cheap can be expensive; and that's why you should consider the whole-life costs of the installation during the planning and tendering phase.

- Investment in the system
- Actual service life
- Operating costs, including efficiency
- Consumables and parts subject to wear
- Working time
- Duration and costs of scheduled and unscheduled downtime costs

As a result, security of supply remains at a high level and costs are kept under control. Strategic and long-term service planning must be implemented as soon as the system is commissioned on site. Critical factors in assessing economic efficiency are the actual service life of the plant and unscheduled shutdowns, along with any associated costs.

**Experience shows that high-quality systems and meticulous service are more economical in the long-run.**



ALWAYS LIQUID.  
WITH THE RIGHT  
BALANCED  
STRATEGY.



## EXPERTISE AND PROFICIENCY

YOUR ADVANTAGE:  
THE SPECIALISTS FROM BWT.  
PRECISION WITH EVERY ACTION  
FOCUSING ON CRITICAL UTILITIES  
FOR PHARMA & BIOTECH.

### EXPERIENCE SAYS NO HALF MEASURES

You can only entrust something of value to a safe pair of hands. Expert hands. This should also apply to your critical utility system.

BWT Pharma & Biotech employs over 100 specialist service technicians worldwide, who work exclusively for customers in the pharma, biotech and cosmetic sectors with critical utility systems. They are therefore trained, qualified and highly competent – decades of experience set them apart.

Excellence is our byword in both principle and practice and throughout every phase of the system's life – from commissioning to decommissioning or replacement.

- Commissioning
- After-sales service
- Service
- Hotline and remote support
- Training
- Documentation

Best Quality  
Service





Global - Local

# ON SITE WORLDWIDE

**There is no substitute for geographical proximity and personal communication.**

In the major regions of the world, BWT is represented by local companies who actively support customers in the pharma and biotech industries. Long-standing partners in many other countries supplement this close-knit network with top-level customer care.

Production sites in Switzerland, USA and the People's Republic of China are the benchmark for critical utility systems, while geographically strategic warehouses ensure an efficient supply of spares and replacement parts.

Service technicians are available to help BWT customers on site all over the world throughout the system life cycle. Local presence guarantees a deep understanding of both customers and systems and ensures high quality service and rapid response times. This means you are likely to see the same BWT expert from over 100 specialists operating worldwide every time; someone who knows your system inside out.

Audits and inspections by national/international authorities or customers will find no issues with their critical utilities, because all the measures taken are documented in accordance with pharma standards.



*BWT is reliable.  
See for yourself!*

## WE GENERATE PURE CONFIDENCE

Purest Water – the simplest thing in the world? Not for your production, requiring water to the highest purity grade, generated according to the international pharmacopoeia and at industrial scales. That is why you should place your confidence in a partner that accepts this challenge in full – from the requirements/water analysis and the engineering via manufacturing to the life cycle service: BWT Pharma & Biotech.

We don't want to sell just any water system – our aim is to ensure that our customers have a long-term, cost-effective supply of PW, WFI and ultrapure steam to the required quality and quantity. Our priority is therefore not to make a quick sale but to achieve an optimum permanent solution – for everyone.

In the end, water from BWT's systems improves all our lives.

**HONESTLY. IN PARTNERSHIP.  
ON AN EQUAL FOOTING.**



Ultimately, BWT products have been the benchmark for safety, efficiency and quality in the pharma & biotech industry for many years. AQU@SERVICE is on the same, highest level. That's a promise.



**BWT Aktiengesellschaft**

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FOR YOU AND PLANET BLUE.