



Checklist for comparing water treatment companies before you purchase:



Only a water treatment professional, someone whose only job is to test your water, can recommend the right equipment for your home's needs, provide that equipment and follow up with proper installation maintenance and service. When you choose a company where water treatment is their ONLY business, then that company will be fully qualified to earn your trust. Use this checklist when shopping for the right water conditioning company:

	SWC	Other Co.
<input checked="" type="checkbox"/> How long has the company been in business?	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Is the staff certified?	<input type="checkbox"/>	<input type="checkbox"/>
<i>Find out for sure at www.wqa.org</i>		
<input checked="" type="checkbox"/> Is the company properly insured and listed as a registered contractor with PA?	<input type="checkbox"/>	<input type="checkbox"/>
<i>Ask to see their PA contractor license and, if they subcontract, the insurance and license of their subcontractors. Find out for sure at www.attorneygeneral.gov</i>		
<input checked="" type="checkbox"/> Is water testing done on-site or in a lab? Or sent off to an unknown location?	<input type="checkbox"/>	<input type="checkbox"/>
<i>Testing is done in your home, while a certified lab is occasionally needed (ie. bacteria).</i>		
<input checked="" type="checkbox"/> Are they using quality products and components that are NSF approved?	<input type="checkbox"/>	<input type="checkbox"/>
<i>Some companies use cheaper components for a wider profit margin.</i>		
<input checked="" type="checkbox"/> Are repair parts readily available?	<input type="checkbox"/>	<input type="checkbox"/>
<i>Availability of parts affects timeliness of repairs.</i>		
<input checked="" type="checkbox"/> Does the company offer maintenance service? What are the service rates?	<input type="checkbox"/>	<input type="checkbox"/>
<i>Service rates vary. Be sure to ask about repair rates before scheduling appointment.</i>		
<input checked="" type="checkbox"/> Regarding service response time, will they work around your schedule?	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> What if you have an emergency? Do they have 24/7/365 availability?	<input type="checkbox"/>	<input type="checkbox"/>
<i>Remember, your water system is working 24 hours a day, even when you're not using it.</i>		
<input checked="" type="checkbox"/> What is the average lifespan of the equipment you are considering?	<input type="checkbox"/>	<input type="checkbox"/>
<i>What may appear more expensive in the beginning may actually cost less over the life of the product. Also remember the savings in other everyday expenses (ie. detergents).</i>		
<input checked="" type="checkbox"/> What is the installation cost?	<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/> Does the company employ a service staff or do they work with subcontractors?	<input type="checkbox"/>	<input type="checkbox"/>
<i>The benefits of an on-staff service team includes one phone call and no finger pointing.</i>		
<input checked="" type="checkbox"/> What is the warranty? Is it parts only or is labor included?	<input type="checkbox"/>	<input type="checkbox"/>
<i>How long is the warranty? What are the restrictions to a "limited warranty"?</i>		
<i>Manufacturer warranties only include factory defects, not labor.</i>		
<input checked="" type="checkbox"/> Is there a convenient store you can pick up routine maintenance supplies (ie. salt)?	<input type="checkbox"/>	<input type="checkbox"/>



What's In Your Water? (610) 326-9803

