

How To Select A Company Qualified To Repair And Service Your Washbay, Steam Cleaning and Parts Washing Equipment

Eight Essential Questions That Demand Good Answers Before You Let Some Guy Start Tinkering Around With Your Pressure Washer Or Steam Cleaner

1. Service Experience. Has the company been in business at least 5 years and does it have at least that much relevant service experience?
2. Pump Expertise. What is the company's experience in rebuilding pumps? Does it have the capabilities to service all major brands of pumps?
3. Proper Training. How has the service technician been trained? Does he have any certifications? Is the technician trained to use all the test equipment required to properly troubleshoot your equipment.
4. De-Scaling Ability. Does the company have the capability to safely remove soap and hard water scale? (This is especially important for equipment used in a hard water area.)
5. Mobile Service. Does the company have mobile repair capabilities so a technician can come to you?
6. The Right Parts. Are the company's mobile service vans stocked with all standard spare parts so a technician can fix your problem on the spot?
7. The Right Gear. Are the company's repair facility and mobile service vans equipped with:
 - ❑ De-scaling equipment
 - ❑ Voltmeter with milivolt testing capabilities to check thermocoupler
 - ❑ Backpressure gauge
 - ❑ Water hardness test kit
 - ❑ Amp probe
 - ❑ Smoke test kit to measure carbon particulates in exhaust
 - ❑ Manometer to measure gas pressure
 - ❑ Calibrated flow rate measurement device with timing mechanism
 - ❑ CO and CO₂ tester
 - ❑ Wiring diagrams for major brands of equipment
8. Work Warrantied. Is there at least a 90 day warranty on parts and service?

Note: If this looks like a lot to expect out of a service company, you're right. But it's worth it to protect your investment and to keep your operators working. Steam cleaners and pressure washers are valuable, hard working machines that take a lot of abuse. Have them serviced by a qualified steam cleaner and pressure wash equipment repair technician. At Walters, we've been manufacturing industry leading steam cleaning equipment for 30 years. We service what we sell, plus all other cleaner makes and models.