PULSAFEEDER®

Making Connections:

Controllers Streamline Operations

"I've used just about every controller on the market," said Peter Tomsheck, regional service manager at Jamestown Technologies. With more than 20 years of experience in the water treatment field, Tomsheck has watched the industry incorporate more advanced technology to streamline processes over the decades.

The introduction of connected monitoring devices, such as the MicroVision EX from Pulsafeeder, is one of the most impactful advances yet — offering time savings, streamlined reporting and troubleshooting capabilities. "Traditionally, we visit sites twice a month to look at the controllers," said Tomsheck, "Now, we're 'there' remotely every single day because we can look at the data reported by the controller. That allows us to make decisions to avoid problems a whole lot quicker."

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The ability to accurately monitor and control cooling tower water from afar gives water treatment service managers a leg up on troubleshooting. "Instead of responding to major problems, I'm able to cut them off before they develop," said Tomsheck. "Once you have an issue, it requires at least several hours — sometimes several days — to troubleshoot. By addressing those issues before they arise, I'm able to use time to work on other tasks instead."

Tomsheck and his team set their controllers to automatically feed their specific chemistry into the cooling towers they manage. The entire team can track and observe the status of each system through the PULSAlink application. The controller creates daily reports on four components: conductivity, pH, oxidation-reduction potential (ORP) and temperature. "We set it to take a snapshot once a day of those levels," said Tomsheck. "This eliminates the need for personnel to physically test those factors every single day and creates an easily accessible report."

The report is emailed to the entire team once a day in the afternoon, allowing everyone to access it at their convenience and eliminating the disorganization of a paper report. "Having an electronic record that can be shared across all personnel in a company ensures everyone has visibility, versus a paper report which often gets shuffled around and misplaced," said Tomsheck.

The ability to actively observe the levels of different components in the system is not only beneficial from a daily productivity standpoint but also from a long-term perspective. With increased regulations affecting water treatment across the nation, and more restrictive regulations implemented by individual cities, water treatment managers need to stay abreast of the trends.

Following a legionella bacteria outbreak in New York City, stricter regulations were passed regarding water quality and treatment. Legionella bacteria breeds in certain temperatures, making the ability to observe and control temperatures through connected controllers vital to maintaining a safe system. Tomsheck and his team are able to ensure their systems are set to stable temperatures with the correct mix of chemistry being fed in to avoid harboring legionella bacteria and maintain regulatory standards.

The advent of connected controllers in the industry has certainly improved the efficiency of cooling tower water quality treatment. There are many solutions available on the market, but as someone who's used most of them, Tomsheck keeps turning to the MicroVision EX for his customers. "This controller is reliable, connected and price competitive — it just works."