



Corporate Profile

Company Background

Chem-Aqua is a water treatment solutions provider, offering specialty chemicals, equipment, and application services. Chem-Aqua is a wholly owned subsidiary of NCH Corporation, who has been delivering maintenance solutions since 1919 and operating internationally since 1954.

Chem-Aqua provides custom-designed programs that solve customers' water treatment problems and make their systems more efficient. With our Corporate Headquarters in Irving, Texas, we have six North American manufacturing plants (Irving, TX; Macon, GA; Monmouth Junction, NJ; Indianapolis, IN; San Jose, CA; Brampton, ON) as well as 18 manufacturing and distribution plants internationally, including Europe, Eastern Europe, China, Japan, India, Mexico, and South America.



Our Philosophy

Effective water treatment encompasses more than adding chemicals and testing water. It requires a comprehensive program of products, equipment, and services that address the unique mechanical, operational, and chemical requirements of each system. Chem-Aqua takes a Total Systems Approach that allows us to find cost-saving opportunities other water treatment companies miss and equips us to be a valuable business partner.



Commitment to Quality

Chem-Aqua carries a full range of products to meet the needs of each customer. Our staffing levels, order processing procedures, and automated manufacturing systems allow us to promptly ship orders. At all levels in the company, measures are taken to assure high-quality products and services are provided. Formulation and blending of treatment chemicals are at ISO 9001 standards. Our willingness and ability to go above and beyond to ensure our customers have the products they need when they need them is interwoven with our operation practices.

Our Equipment Focus

Using the right pretreatment and application equipment is as important as using the right treatment products.

A major cause of water treatment program failure is improperly operating equipment. Since equipment is essential to the success of a water treatment program, Chem-Aqua maintains a fully-staffed, 44,000 square foot facility devoted to designing, manufacturing, and supporting water treatment equipment.



Chem-Aqua Engineered Equipment Solutions has been manufacturing softeners, deionizers, dealkalizers, filters, and chemical application equipment for over 40 years. We pioneered the manufacture of preassembled piping manifolds for pretreatment equipment to make installation easier and faster. Our engineering specialists are qualified to troubleshoot and monitor the efficiency of all types of ion exchange and filtration equipment, as well as present recommendations for upgrades or new installations.



Chem-Aqua places a particular emphasis on chemical feed and control equipment. We carry a wide range of controllers, pumps, and specialty equipment from other manufacturers and also design and manufacture our own custom application and control systems. This enables us to use the best feed and control system for each situation. We specialize in manufacturing preassembled chemical feed and control systems engineered for simple installation and use, while providing reliable operation and precise control of treatment parameters.

Since reliable operation of pretreatment and application equipment is critical to the success of a water treatment program, we stock an extensive line of parts and ion-exchange resin for most of the items we sell and can typically provide same day shipment. As a Chem-Aqua customer, you will receive priority troubleshooting and repair services for all your water treatment equipment. We will help keep your pretreatment and application equipment operating properly. Our equipment focus and capabilities will make a bottom line difference in your operations.

Laboratory Capabilities



We maintain a full-service analytical laboratory that is available to help prevent, diagnose, and solve water treatment problems. Our analytical laboratories use state-of-the-art instrumentation and employ a staff of experienced professionals to perform routine and complex water, deposit, corrosion, and resin analyses. We also maintain a modern, well-equipped microbiology laboratory dedicated to serving our customers. Chem-Aqua has in-house capabilities to perform tests needed to help prevent and solve complex water treatment problems.

SMARTLink™ Delivery Services

Our SMARTLink Delivery Services provide customers with chemical delivery tailored to their needs. If drum placement and empty drum pickup are important, our SMARTLink Point-of-Use Delivery may be right for you. The following services are available on Point-of-Use shipments

- Delivery by safety-trained personnel familiar with your site's unique requirements
- Placement of chemicals at the point-of-use
- Pick up of empty Chem-Aqua drums
- Lift-gate-equipped SMARTLink trucks



Another valuable service is our SMARTLink™ Hands-Free Delivery. With Hands-Free Delivery, a specialist transports your treatment chemicals to the point-of-use, pump transfers them into properly sized SMARTFeed tanks, and promptly removes the empty shipping containers. Along with feed equipment that adds chemical directly from the storage tanks into the treated systems, this hands free feed system virtually eliminates direct contact with treatment chemicals. Our Hands-Free Delivery provides many cost saving benefits including

- Simplified chemical handling
- More reliable chemical feed
- Better labor utilization
- Reduced workplace hazards
- Reduced environmental concerns
- Reduced chemical storage requirements



Field Service

Service is one of the most important aspects of a water treatment program. The economics and technical success of any program depends not only on the chemical selection and equipment operation, but also on how well the program is managed.

Chem-Aqua is proud to offer one of the most comprehensive service packages in the industry. Some of the field services available include



- Onsite testing capabilities by experienced professionals
- Immediate interpretation of test results and onsite recommendations
- Availability outside of normally scheduled service times
- Technical audits, system surveys, equipment inspections, and troubleshooting assistance
- Inventory management to ensure optimum use of treatment products
- Review meetings designed to communicate program results
- Training of plant operating personnel
- Field Technical Support Specialists: our customers are supported by some of the most experienced specialists in the industry
- Equipment Loan Program: chemical feed and control equipment available
- Specialty monitoring equipment available when needed: includes boroscope, sodium analyzer, dissolved oxygen monitor, ultrasonic flow sensor, condensate monitors, and corrators
- Software available to help monitor and control your water treatment program: includes custom control interfaces and remote communications to manage your systems in real time

Technical Support

Engineers, chemists, microbiologists, and other trained, experienced specialists are all members of our Technical Support Team. They are available to make onsite troubleshooting visits when needed and also provide phone support. Backup support for each Water Treatment Consultant and their customers includes

- Corporate Analytical Lab
- Corporate Research and Development Lab
- Corporate Microbiology Lab

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- Equipment Support Team
- Corporate Engineering Department
- Customer Service Team
- Chemical Cleaning Team

In North America alone, we have 18 full-time engineers supporting 250 Water Treatment Consultants and Managers.

Our Commitment to Service

Since 1919, Chem-Aqua has provided solutions to waterside problems. Our range of treatment products, equipment, and technical expertise gives us the ability to provide the best program for any operation. However, it is our commitment to value-added service tailored to the needs of each customer that defines Chem-Aqua.