



# Frequently Asked Questions

## What is your Mission Statement & Core Values?

Our Mission Statement is to provide the best possible water treatment equipment and service to our clients. We strive to be the standard by which all other water treatment companies are measured. We promise to deliver on our mission by upholding these Core Values: Honesty, Integrity, Dependability, Consistency, Respect, Service, Professionalism, Efficiency, Commitment, Creativity, Passion, & Education.

## Tell me a little about your company and its history?

We have been operating at Lake Oconee since 2004 and serve clients across North Georgia and beyond! We don't dabble in filtration; it continues to be our sole occupation. We are a local, American owned company proud to serve our clients with unmatched professionalism! We are accredited with the Better Business Bureau and have an A+ rating. Check us out online!

## Are you a branded/proprietary dealer?

No, we are not! We are happy to say we are an Independent dealer. This allows us to not be tied to any particular brand - for better or for worse. Rather, we use our long-term experience to ensure we are offering the best possible systems available on the market for our customers. You deserve no less!

## What happens when I first contact MWF?

You will be received by our friendly office staff who are happy to assist you. They will connect you with the appropriate Sales Rep to discuss how we can best serve you. Our sales team has 13+ years of experience in filtration and consists of Jon Frketic, Jared Norton, & Stephanie Kelly. We strive to replace high pressure sales with listening, educating, and providing honest options and solutions that fit your needs. Satisfaction Guaranteed! Isn't that what you really want?

## What about water testing?

We offer basic water testing and consultation in house. We are glad to help with more advanced testing through the University of Georgia Cooperative Extension Lab, which is nonprofit and state certified. This gives our clients confidence about their water and that the test results are honest and accurate.

## Who does the actual install & service work?

So glad you asked! Wade Hensley is our Install Manager and is a Licensed, Master Plumber. He has been a part of the team for 9+ years. Mike McSherry leads our service department as our Customer Service Manager and has been a part of the team for 15+ years now. Talk about experience!

## Speaking of service, do you offer a service contract?

No, we do not lock you in to a service contract! We pride ourselves in earning your business each and every time. Our local labor charge for a service call is \$85. When you work with us on an ongoing quarterly basis, the 4th quarter labor charge is free to you as a thank you for your business!

## Do your systems offer cell phone/remote monitoring?

We continue to keep a watchful eye on this technology but currently do not offer it. The available product would require us to lose our independent dealership status (all available equipment to do this is proprietary) and the ability to provide you with what we believe is the best possible product on the market right now. We will continue to monitor this technology, and when we find it available to us as an Independent dealer, we will then decide on whether or not to offer it as part of our product line up.

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