

Support Channel

Scan. Connect. Get support.

The Support Channel creates one central point for technical support, making it easier to report issues, share information and keep the right people informed.



How does it work?

Scan the support QR code sticker.

Start a WhatsApp chat: The QR code link will take you directly to the Greenchain Support WhatsApp Chat. Explain the problem, ask a question, send photos or videos, or request a call.

Give us as much information as possible:

- What is happening?
- When did the problem start?
- What has changed recently?
- Photos of the system
- Photos of screens, alarms or control panels
- Videos showing the problem
- Relevant water-quality results
- Any recent maintenance or chemical changes
- Whether the system is currently running

Greenchain support will assist you:

Our technicians will assess the information and determine the appropriate response.



Need help without the QR code?

WhatsApp number: +27 83 497 4937



What is it for?

Use the channel for day-to-day technical support & communication. For example:

Technical problems

"RO pressure has suddenly increased."

Alarms

"The MBR PLC is showing this alarm."

Water quality

"Our permeate EC has increased."

Equipment

"The dosing pump is running but not dosing."

Operation

"What should the blower pressure normally be?"

Maintenance

"We need to replace this filter. What do we need?"

Troubleshooting

"The system has started foaming. Here are some photos."

Callbacks

"Please can one of the technicians call me?"



What is it not for?

The channel **is not** intended to replace emergency services, qualified electrical work, mechanical work or required onsite interventions.

For example, don't rely on WhatsApp as the sole response mechanism for:

- Electrical emergencies
- Dangerous chemical releases
- Safety incidents
- Situations that could cause injury
- Critical environmental incidents
- Equipment situations requiring immediate physical intervention

Support business hours

Our support channel will operate during normal working hours.

Messages received outside of these hours will still be received, but response times may be longer.

For genuine emergencies, customers should first ensure that the site and personnel are safe and contact the appropriate local emergency or 24/7 service provider where necessary.

More than one operator

For customers who have multiple operators, managers or technical personnel involved with the plant, we recommend creating a dedicated Greenchain Support WhatsApp group.

The group can include the relevant personnel, such as:

- Plant operators
- Maintenance staff
- Engineering staff
- Site managers
- Factory managers
- Technical managers