

#youraquaticpartner

TMI SUSTAINABLE AQUATICS



TMI BRIDGING®

2020 taught us that remote (support) communication is the future. TMI has pioneered this for 15+ years.



PHOTO COURTESY OF SNOHOMISH AQUATIC CENTER



"TMI BRIDGING®" SHOULD BE IMPLEMENTED ON ALL NEW CONSTRUCTION AS IT ALLOWS FOR A SMOOTH TRANSITION FROM THE CONSTRUCTION PHASE TO DAY TO DAY OPERATIONS; ALL I HAD TO DO WAS CONTACT ONE COMPANY FOR ALL OF MY QUESTIONS. THE RESPONSE WAS QUICK AND THE SUPPORT WAS KNOWLEDGEABLE."

**MICHAEL JONES, OPERATIONS
MANAGER SNOHOMISH
AQUATIC CENTER, WA**



PHOTO COURTESY OF THE CARLTON HOUSE

TMI BRIDGING®

One of the difficulties when completing a commercial pool construction job is how to get the pool owner & operator properly informed and trained on equipment operation and maintenance once the construction is completed and the contractors leave. This is not something that can be easily accomplished in a single training session. Our research over the years has revealed that the majority of pool builders would rather not be burdened with this responsibility if they had the option. Few are versed in the nuances of automation and chemistry.

Excellence in design and construction will only deliver "world class" water and air quality if the pool operators are properly trained and fully understand their equipment and water chemistry.

The cornerstone of the Bridging module is the TMI web-based Chemistry Controller, offering "TMI System Integration" once the construction is complete. This ensures a smooth hand over process and the client's continued satisfaction once the contractors have left.

During System Integration, TMI communicates with the operator daily and provides guidance and education as needed, resulting in an informed and educated Pool Staff.

"The TMI automated Salt & UV system is on all of our 5 bodies of water and I can tell you it is light years ahead of anything I have seen at the previous facilities I have worked. I am really pleased with the response we get from TMI. Our guests expect the best when they come to Sparkling Hills and TMI allows our Aquatics to meet and exceed those expectations."

Eric Wilihnganz, 2019, Maintenance Manager
Sparkling Hills Resort, BC, Canada

"Today we operate both our pool and spa on the TMI Salt Pure® system. Everyone has noticed a difference! Employees, customers and hotel guests comment all the time on how much better our pool has become."

"Kids love it too because they can swim without goggles and their eyes don't get irritated. My staff especially loves the new system! We use fewer chemicals, get fewer complaints, and have generated more revenue from our new pool. It's a simple system to use and makes thing more cost effective. TMI Salt Pure@ systems definitely gets the "thumbs up" from Alyeska Resort!"

Holly Chin, Alyeska Resort
Larry Daniels, Chief Engineer, Alyeska Resort



TMI SUSTAINABLE AQUATICS

SYSTEM INTEGRATION

BRIDGING® EDUCATION

How does this process work? Once the project has a construction completion date (or substantial completion date), TMI would coordinate, with the owner/construction manager, a time for onsite training in order to ensure the best possible water and air quality going forward. This training would be 4 – 8 hours depending on the complexity of the Aquatic Complex installation. During this training, the following would be covered:

TMI Equipment Training

- o Operation
- o Maintenance
- o Troubleshooting

Water Balance and Chemistry

- o Basics of water balance
- o Water chemistry
- o Incident response

Basic Pool Operation

- o Chemical testing / logging
- o Pump, heater & filter operation
- o Day to day procedures

Onsite Training

- o Pool equipment and TMI equipment training
- o Chemical Identification and Safe handling procedures
- o Dose calculations

System Integration is made up of daily collaboration between facility staff and their assigned TMI Tech.

This initial period consists of ongoing ground up training for new operators and advanced training for seasoned operators. We have established that day to day incremental training has great value and can produce the most stable aquatic environment and the best results. The "Handover" process can take up to 4 weeks to complete as operators start to "get their feet wet" and questions come up from day to day operation.



VIRTUAL TRAINING

Virtual Training allows operators to receive training from TMI Tech Support, from the comfort of their office, in real time and watch as the Tech demonstrates how to setup, operate and modify parameters in the system(s). This training package utilizes photos of the actual equipment and/or the client's pump room(s) to ensure proper identification and retention of training. The Virtual Training works both as an initial training for new operators and as a refresher training to accommodate staff turn over. All that is required to participate in the Virtual Training is a desktop, laptop or tablet to view the training demonstration and a phone. The PowerPoint presentation that is used in this training is then available to the end user as a point of reference.

The "Handover" process can take up to 30 days to complete as operators start to "get their feet wet" and questions come up from day to day operation. TMI offers lifetime equipment support.

ZLOG®

zLOG® is the latest technology developed by TMI . Created to become an all-in-one application that can integrate pool logs, chemistry controllers and certain digital testers. zLOG® is a web-based data collection portal for aquatics and aquatic management structured to make compliance smooth and streamlined.

TMI BENEFITS

ONE CALL

CONTINUING EDUCATION

**RESPONSE WITHIN 1
BUSINESS DAY**

EXCELLENCE

WORLD CLASS WATER

ABOUT TMI

SINCE THE EARLY 1990'S TMI HAS BEEN PROMOTING SUSTAINABILITY IN THE COMMERCIAL AQUATIC FIELD. TMI WAS ONE OF THE FIRST COMPANIES TO EMBRACE SALT WATER POOLS AND HAVE 25+ YEARS OF EXPERIENCE. AS ONE OF THE INDUSTRY LEADERS.

WITH YEARS OF DEDICATED SUPPORT AND STAFF THAT CONSISTS OF CERTIFIED POOL INSTRUCTORS® AND ENTIRELY OF CPO® OPERATORS, FROM MANAGEMENT TO ADMINISTRATION, OUR SUPPORT OF WATER CHEMISTRY AND POOL OPERATION IS UNSURPASSED.



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