

xylem



Preventative Maintenance Agreements

Expert service. No-hassle equipment maintenance.
Seamless operations.

Smoother operations ahead.

Delivering on the promise of safe, compliant, always operational water is more challenging than ever across all sectors and water applications.

From severe weather and outdated infrastructure to a lack of expertise and staffing shortages, today's obstacles often lead to unpredictable breakdowns, reactive maintenance and unforeseen costly repairs.

A Preventative Maintenance Agreement (PMA) with Xylem provides proactive, expert equipment maintenance services, regardless of the manufacturer, tailored to your needs and budget.



Opt in to peace of mind.

Renewed confidence in your operations comes standard with a Xylem PMA. Here's why:

Minimize unpredictable interruptions

Fewer breakdowns and reduced failure risks lead to less downtime, enhancing the continuity and efficiency of your operations and mitigating the risk of revenue loss and costly disruptions.

Lower total cost of ownership and enhance sustainability

Our PMA optimizes operational and energy costs and extends equipment life. We ensure regulatory-standard-compliant service, further boosting the sustainability of your operations.

Predictable maintenance costs

Proactive service allows for more efficient fund allocation and avoids the high cost of emergency responses.

Manufacturer-agnostic service

We provide complete care for all water equipment, no matter the brand.

Expertise on demand

Whether you're filling a skills gap or need extra support, you'll have a network of world-leading water experts at your fingertips. Each Xylem technician undergoes rigorous certification to ensure your equipment is handled with the utmost professionalism and skill.



On your side and at your service.

We'll work with you to customize a PMA that meets the unique demands of your operation.

Available for pumps and mixers

Flexible service plans

Choose from standard service plans that start with at least one visit per year, or customize further to match your specific needs and application requirements. Each plan is expertly designed with tailored visit frequencies and service options, ensuring you receive the precise support you need.

Exclusive discounts

Secure additional savings on spare parts

Access to genuine Xylem spare parts

A comprehensive range of genuine spare parts meticulously designed to optimize your equipment's performance and longevity

Service supplies and support

Consumables like glycol, o-rings, oil, and grease are included at no extra cost. Our vehicles carry repair kits and the necessary supplies for onsite maintenance to help avoid additional expenses.

Support access

Enjoy dedicated assistance from the Xylem support team


4,000+
professionals
worldwide

1,800+ in
North America

Over 100
service branches
across 50 countries

60 in North America

Buying new Xylem equipment? Add a PMA to extend its warranty automatically.



Start your journey to
seamless operations.

Maximize your equipment's potential with our tailored maintenance solutions. Our team of certified technicians and water experts ensures smooth and efficient operations across various systems.

Scan the QR code to discover our PMA offerings and receive a quote.



Features	Bronze	Silver	Gold* Priority Service
Length of agreement	12-Month Agreement Multi-Year Available	12-Month Agreement Multi-Year Available	12-Month Agreement
Free telephone support from our hotline	✓	✓	✓
Use of Genuine Spare Parts in all repairs	✓	✓	✓
Equipment status report provided after each inspection	✓	✓	✓



Scheduled visits per year included in PMA cost	1 scheduled visit with multi-point inspection	2 scheduled visits with multi-point inspection	1 scheduled visit with multi-point inspection
Repair of equipment under contract on all Genuine Flygt Parts used during repairs to pumps	5% Discount	10% Discount	New Gold Package: • Additional 12-month Warranty Included • Priority Service on Repairs • Access to Xylem's Rental Fleet at 15% Discount



Scheduled visits per year included in PMA cost for pump, battery engine / motor & trailer / skid	1 scheduled visit with multi-point inspection	2 scheduled visits with multi-point inspection	4 scheduled visits with multi-point inspection
Repair of equipment under contract on all Genuine Godwin Parts used during repairs to pumps	5% Discount	10% Discount	New Gold Package: • Free upgrade to FST when Gold PMA purchased with new pump(s) • 3 Months of FST Service Free (new units with FST)

All PMA agreements include access to Xylem's rental fleet

*Gold Package available on new equipment only.

Custom PMA packages are available upon request. Speak with your Xylem representative for more information.

Branch Locations

United States

Phoenix, AZ
602-598-8153

Mira Loma, CA
951-681-3636

West Sacramento, CA
707-430-0183

Norwich, CT
860-889-2343

Ft Myers, FL
239-693-5226

Jacksonville, FL
904-695-2131

Pompano Beach, FL
954-283-5270

Sanford, FL
407-880-2900

Tampa/Orlando, FL
863-682-8800

West Palm, FL
561-848-1200

Atlanta, GA
770-420-8920

Savannah, GA
912-966-1577
Boise, ID
208-813-7616

Carterville, IL
618-985-5110

Evansville, IN
812-402-6124

Indianapolis, IN
317-953-8272

Upper Marlboro, MD
301-390-3806

Livonia, MI
734-452-4315

Helena, MT
406-495-1335

Raleigh-Durham, NC
919-661-6061

Wilmington NC
910-383-1106

Bridgeport, NJ
856-467-3636

Edison, NJ
732-390-2166

Albany, NY
518-767-2340
Batavia, NY
585-344-3156

Elmira (Troy), NY
607-215-0668

Cincinnati, OH
513-239-4414

Portland, OR
503-981-0341

Philadelphia, PA
610-408-6500

Pittsburgh, PA
724-266-6936

Fort Mill, SC
704-409-9700

N. Charleston, SC
843-818-2266

Memphis, TN
662-342-0320

Nashville, TN
615-471-4219

Tri Cities, TN Area
423-279-0818

Corpus Christi, TX
361-879-0031
Dallas, TX
469-221-1444

Houston, TX
281-864-9200

Midland, TX
469-221-1262

San Antonio, TX
972-512-3605

Salt Lake City, UT
385-347-3104

Richmond, VA
804-798-6600

Virginia Beach, VA
757-490-1300

Seattle, WA
253-395-5450

Pewaukee, WI
262-506-2350

Charleston, WV
304-984-0200

Canada

Calgary, AB
403-279-8371

Edmonton, AB
780-489-1961

Vancouver, BC
604-941-6664

Winnipeg, MB
204-235-0050

St. John's, NL
709-722-6717

Halifax, NS
902-450-6262

Ottawa, ON
613-221-7702

Sudbury, ON
705-521-7233

Toronto, ON
416-679-2400

Montreal, QC
514-695-0133

Quebec, QC
418-878-1853

Saskatoon, SK
306-934-3205