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hydrovar® X FAQ

General hydrovar® X Questions

Is this already available on the sizing software?

The e-1510X & e-80X were available in ESP-Systemwize as of April 15th, and the e-HVX/e-HVXR will be available in Xylem Solver at a future date.

What will the process be for a replacing motors, and where will they be built?

Replacement motors will be in stock in the US, and the motor will continue to be made at our factory in Italy. They will follow our standard warranty process and are planned for our stocking strategy.

Do your VFDs have internal bypass?

No, these do not have internal bypass.

When will shipments start?

Product ordering is currently live.

How will these pumps be packaged for shipment?

The products will be packaged on a pallet with fencing.

Is the control mode "constant pressure" considered differential pressure or constant static pressure?

The products feature constant static pressure as a standard setting, and it will maintain a setpoint via feedback from a discharge pressure transducer.

Do these new units qualify under the Buy American Act?

No, the motors themselves are manufactured in Italy. Buy American Act compliance will need to be determined on a case-by-case basis depending on the pump/package selection.

In a multi-pump system with a panel, can one of the pumps be set as standby?

Yes, these pumps can be set as standby.

How susceptible are these new controllers to power fluctuations?

200-240V: +/- 10%

380-480V: +/- 10%

Will these units require a special motor design to be used with the drive, or can the drive be used with standard premium efficient motors?

These units will need to be used with this specific motor, and cannot be used with any standard premium efficiency motor.

How does BMS communicate with these pumps? What protocol do they follow?

Modbus RTU and BACnet MS/TP come standard with these pumps. However, additional modules can be purchased to essentially support any protocol out there.

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Can you install a backup VFD for the motor if there is a failure?

No, the motor requires our VFD to function.

Is the drive enclosure resistant to UV, or do you need a cover for the enclosure?

A cover or doghouse is recommended.

Can this unit receive an external speed input?

Yes, this unit can receive an external speed input.

Will motor warranties be handled directly through B&G's warranty department?

Yes, all warranty questions and claims will be directed through Bell & Gossett's warranty department.

Can the Bluetooth feature be disabled to prevent internet security issues at critical sites?

Yes.

Does this controller allow a temperature setpoint instead of a pressure setpoint?

Yes, the controller allows for a temperature setpoint.

Is this available with 380V motors?

Yes, Units will be available with the following voltages: 3 Phase - 380-480V (460V Nominal Voltage) and 3 Phase - 200-240V (230V Nominal Voltage).

Are there any of these products currently out in the field?

Yes, these have been available in Europe for several months. There are some field trial units out there in the Americas. This is a global product and has been launched for several months in Europe. They have many units out in the field today.

Do these pumps communicate and stage when used in a parallel pumping system?

Yes, these pumps communicate and stage.

What stock levels do you expect to keep on the drives & the motors?

We plan to hold several months' worth of inventory based on the forecast. Feedback has suggested today's standard induction motors are readily available and will have to be the same for these motors.

Does the "Bult-in Protection" include issues that may occur on the line side power?

Yes.

Can the pumps be lead/lagged?

Yes, the line of hydrovar X-enabled smart pumps can be lead/lagged.

What minerals are being used to make the motors?

To manufacture the motors, ferrite is used.

Does the booster skid provide hardwire contacts for external status and alarm?

Yes, via an RS-485 connection

Is BACnet IP an option?

Not as standard. However, with the anybus module we can essentially accommodate any protocol. It will have to be purchased separately and installed in the necessary port in the VFD.

What is the max ambient temperature?

50C / 122F

Is the VFD one-size-fits-all?

There are 3 different VFD sizes to support the full range of offerings.

Will a factory certified start-up technician be a warranty requirement ?

No.

How hot do these motors get? I am concerned for the lifespan of the drive.

As long as these are installed in areas within the ambient temperature ratings of the product, there are no concerns of lifespan to the VFD. These are specially designed to operate together. There are special fins on the motor and VFD heatsink to allow for adequate airflow from the motor fan to keep the unit cool.

Can we order the VFD& motor separately to pair up with pumps made from stock?

Not at this time, but this ability is included in our product development roadmap for the future.

e-1510X/e-80X Questions

What does the impeller look like?

The impeller follows the same look as the standard impeller for the e-80 and e-1510.

Does the e-80X operate with a TC-Frame motor or a JM-Frame motor?

The e-80X operates with a JM-Frame motor.

Does the e-80X offer the same four panel orientation as the e80ITSC?

No, the e-80X offers a two-panel orientation.

For the e-80X & e-1510X are the motors supplied with shaft grounding protection?

Our test results confirmed that shaft voltages remain below 10 V during normal operation and show that there is a negligible risk of bearing damage or reduced bearing lifespan due to electrical discharges. Consequently, the installation of shaft current mitigation devices, such as shaft grounding rings, is deemed unnecessary for safeguarding bearings on hydrovar X motors.

Is the e-1510x now selectable in ESP-Systemize?

Yes, the e-1510X is selectable in ESP-Systemwize.

What seals are featured on the e-1510X & e-80X?

SIC seals are included with the e-1510X & e-80X.

What coupling is featured on the e-1510X?

The e-1510X pump uses TB Woods Sureflex coupling

e-HVX/e-HVXR Questions

Are e-HVX/e-HVXR boosters certified to be used in potable water systems?

Yes.

Can I order an e-HVX with round-in 304SS flanges?

Not at this time. The standard offering for the e-HVX is a cast iron pump body. The e-HVXR, however, is standard with 304SS flanges

How will the e-HVX and the e-HVXR to be branded?

The e-HVX and the e-HVXR pumps will feature Bell & Gossett and Goulds Water Technology branding.

Are there any issues with increase fouling of the impellers due to the magnetic motors on the e-HVX/e-HVXR?

Impeller fouling is the accumulation of material in the impeller passages that reduces flow area and roughens surface finish. It reduces impeller head capacity and efficiency. Most stainless steels resist chemical and biological fouling because the metal often does not suffer general corrosive attack.

Does the e-HVX/e-HVXR booster require a grout base like the classic e-HV booster?

Yes, the e-HVX and e-HVXR will be mounted the same as the classic e-HV.

Is there a difference in controls between the 2 versions of booster sets?

No, the e-HVX and e-HVXR have identical controls.

Are the e-HVX pump body cast iron?

Yes. However, the e-HVXR is standard with 304SS flanges.

When will the e-HVX going to be added to Xylem Solver?

The e-HVX and e-HVXR will be added to Solver in late July.

To maintain any warranty, must the e-HVX commissioning be completed by a manufacturer certified tech?

No, we leverage our channel partners for startup and service.

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