

# Onsite services

## PUMPING STATION MAINTENANCE SERVICES



### ServiceCare Specialist Services



With resources tight and pressure on budgets, companies are looking for smart ways to prevent expensive repairs and emergency callouts. By providing and controlling maintenance costs, you can ensure maximum equipment uptime and minimal disruption.

#### What it is

A maintenance contract is a cost-effective service agreement from Xylem ServiceCare and it can be tailored to meet your specific requirements and budget. It is ideal for customers who want to devote their time or key resources to their core business and can be scaled to include fixed maintenance costs, reduced risk for unplanned failures and full compliance with environmental, health and safety requirements. Equipment remains in good working condition with the lowest possible maintenance costs.

#### How it works

Based on extensive knowledge of water and wastewater transport and treatment, our highly qualified specialists visit your site and document equipment status in a comprehensive report. We can customize a maintenance contract so that it specifies a pre-defined number of annual visits by trained and experienced staff in fully equipped vehicles.

With our broad competence, we can take care of your entire system, including pipe work, valves, control systems and panels, not just your pumps. Should a failure occur, we look for the root cause and remedy the problem, avoiding costly and disruptive failures.

#### Why it makes sense

A system which is working at optimum condition avoids the costly and unplanned response needed when an unexpected failure occurs and tailoring a maintenance contract to your specific requirements is a good way to save money. Savings, in fact, generally amount to considerably more than the cost of the annual contract.

If there are unexpected problems, the ServiceCare Contract guarantees prompt attendance and avoids costly call out fees.

#### Why Xylem ServiceCare

When you work with Xylem TotalCare services, you get secure, optimal operations that come only with broad engineering expertise in water and wastewater.

- Control your maintenance budget
- Improve plant performance
- Avoid unexpected and expensive breakdown and repairs
- Prolonged service life
- Nationwide coverage
- 24/7 response & customer service
- Clean & dirty water capacity
- Capability to maintain equipment from other manufacturers to their established OEM standards
- All work is undertaken to established and audited standards against ISO 9001 & 14001 (Management Systems) and ISO 18001 (Occupational Health & Safety Management Systems)
- CHAS (Contractors Health & Safety Assessment Scheme) accredited
- CQMS Safety Scheme registered
- EXOR certified supplier
- Safety Management Advisory Service certified contractor

#### Case Study

**Challenge:** To reduce municipal water and wastewater plant operating costs, and to keep equipment working at optimum efficiency.

**Solution:** After assessing the maintenance needs at the pumping station installation, Xylem conducted maintenance of equipment onsite. A written maintenance report was provided after the visit. Equipment that required repair was brought back to the nearest Xylem workshop for evaluation, cost estimate and repair.

#### Price

Fees for maintenance contracts are based on a fixed annual price, depending on your equipment and the desired service level. Any parts used in maintenance or repair work will be charged in addition to the maintenance charge.



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