



# TotalCare Maintenance Contracts

PREVENTATIVE MAINTENANCE AGREEMENTS FOR PUMPS AND MIXERS





# Preventative Maintenance Agreements

Ensure maximum equipment uptime at the lowest overall cost

**In the face of limited resources and cost-cutting requirements, many pump users are looking for intelligent methods to avoid expensive repairs and emergency callouts. With a preventative maintenance agreement (PMA) from Xylem, you can ensure maximum equipment uptime for the lowest overall cost.**

Want total peace of mind?  
Choose Xylem TotalCare!



## What is a PMA?

A preventative maintenance agreement is a cost-effective service contract from Xylem TotalCare tailored to meet your specific requirements and budget. A PMA includes at least one scheduled inspection and/or maintenance visit per year, which will identify any potential weaknesses in your system and provide the opportunity to take action to resolve the issues before they lead to a breakdown.



Tailoring a maintenance agreement to your specific requirements is a smart way to save money.

## Why Xylem?

No one understands pumps and mixers better than Xylem. Our highly trained and factory certified service technicians can take care of your entire system. Our service vehicles are fully equipped with all the tools required to carry out inspections and maintenance in a professional and efficient manner.

If a service technician encounters an unusual problem that requires specialized support, he or she has fast and easy access to Xylem's global network of experts.

## Key benefits

- Regularly scheduled inspection/maintenance visits per year performed by our experts
- Equipment status report provided after each inspection
- Priority service on all repairs (both planned and emergency) by authorized service technicians
- Unscheduled service call-out availability with 24-hour response guarantee for emergencies
- Use of Genuine Flygt Parts in all repairs
- Favorable pricing on parts, upgrade equipment and any additional service hours required during the contract period
- Free telephone support from our hotline
- Predictable annual maintenance costs that make budgeting easier.

## The bottom line

With a PMA from Xylem, you no longer have to worry about the condition and performance of your pumps and mixers. The risk of breakdown will be minimized and in the unlikely event of failure you are just a phone call away from the qualified support you need to solve the problem quickly and cost-efficiently.

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**Are your pumps/mixers still under warranty?**

In order for your warranty to remain valid, maintenance must be executed according to the technical specifications in the product manual. It is vital that Genuine Flygt Parts are utilized for all repairs and that all repair work is conducted by Xylem-authorized technicians.

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## Which level of service suits your needs?

Start by determining which PMA level best matches your needs. We can then tailor your PMA to meet your specific requirements.

	Bronze	Silver	Gold	Platinum
<b>Length of Agreement</b>	1-5 years	1-5 years	1-5 years	3-5 years
<b>Scheduled visits per year included in PMA cost</b>	1 visit per year per lift station for 20-point inspection	Minimum of 2 visits per year per lift station	Minimum of 2 visits per year per lift station	Visits are determined by Xylem. Customer enters into an agreement with Flygt to operate and fully maintain a lift station system
<b>Consumables used during scheduled visits</b>	Consumables are included in all service levels			
<b>General maintenance work on equipment under contract during inspection visit(s)</b>	Not included. If there is a need to replace, repair or adjust anything during an inspection visit, that work will be invoiced separately	All parts and labor are included to ensure the smooth and continuous operation of the station	All parts and labor are included to ensure the smooth and continuous operation of the station	All parts and labor are included to ensure the smooth and continuous operation of the station
<b>Travel costs</b>	Included for those visits that are specified in the agreement	Travel costs are included for all visits as needed per the agreement		
<b>Repair of equipment under contract</b>	Discounts on all Genuine Flygt Parts and labor used during any repairs to pumps fitted with Hard-Iron™ impeller and insert ring, or discounted Genuine Flygt parts only used during repairs to non-Hard-Iron™ pumps, while labor for shop repairs will be charged at a standard rate (applies to contracted pumps only)	All Genuine Flygt Parts and labor are included		
<b>Upgrades of equipment</b>	25% discount on all upgrades to Hard-Iron™ (including impeller and insert ring) regardless if they are for the contracted pumps or not			
<b>Remote monitoring and control</b>	No	No	Monitoring will be provided remotely by Xylem with a MultiSmart M&C package	Monitoring will be provided remotely by Xylem with a MultiSmart M&C package
<b>Call-outs included</b>	No	No	No, alarms will be routed to a predetermined roster of personnel as determined by the customer	Yes, Xylem will handle all call-outs to the lift station
<b>Warranty of repairs</b>	All repairs made by Xylem shall be guaranteed to be free of defects for a 12 month period from date of repair			
<b>Environmental fees for all inspections, maintenance and repairs</b>	Included in all service levels			
<b>Equipment/site inspection required before signing of agreement</b>	No	Yes, will be waived for new equipment		
<b>Restrictions</b>	Damages beyond those caused by poor maintenance are not covered	Pumps/mixers must be inspected and repaired at the customers expense before the contract takes effect	Pumps/mixers must be inspected and repaired at the customers expense before the contract takes effect	Can only be used for TOP station, PSS, DBS systems and <20hp pumps















**Do you need to know more about your equipment status before you make your decision?**

Consider starting with a one-off inspection of the pumps and mixers at your site(s). We will provide you with a report of our findings and recommendations that will help you decide what your next step should be in terms of maintenance and repair.

**Is energy consumption a major concern at your facilities?**

Ask your Xylem representative about TotalCare Energy Audits, a service that can help you identify ways to significantly reduce your energy costs.



 Design & Consultancy	 Installation & Commissioning	 Maintenance Contracts	 Repair & Maintenance	 Monitoring & Supervision	 Inspection & Auditing
 Plant Operation & Maintenance	 Parts & Logistics	 Rental & Onsite Services	 Asset Refurbishments	 Training & Technical Support	 Financial Solutions

**Xylem TotalCare** is a comprehensive, integrated portfolio of services designed to ensure that your water and wastewater equipment keeps running at its best. Our team of knowledgeable and highly skilled technicians pride themselves on their ability to help customers optimize their operations by providing the right solution every time.

**What can Xylem do for you?**

Tel: 514.695.0100 or visit [www.xylemTotalCare.com](http://www.xylemTotalCare.com)



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