




# TotalCare services

A BROAD PORTFOLIO OF SERVICES TO KEEP YOUR BUSINESS RUNNING SMOOTHLY



The background image shows two men in industrial workwear. One is wearing a white hard hat and the other a blue one. They are both wearing dark blue safety vests with reflective yellow stripes. They are standing in a large industrial facility, possibly a water treatment plant, with various pipes, valves, and machinery visible. The lighting is somewhat dim, with a blueish tint overall. The man on the left is holding a document and looking at it, while the man on the right is also looking at the document and appears to be pointing at something on it.

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

## About Xylem

Xylem is a leading global water technology provider, enabling customers to transport, treat, test and efficiently use water in public utility, residential, commercial, agricultural and industrial settings. The company does business in more than 150 countries through a number of market leading product brands, and its people bring broad applications expertise with a strong focus on finding local solutions to the world's most challenging water and wastewater

problems. Launched in 2011 from the spinoff of the water-related businesses of ITT Corporation, Xylem is headquartered in White Plains, N.Y. and has 12,000 employees worldwide.

The name Xylem is derived from classical Greek and is the tissue that transports water in plants, highlighting the engineering efficiency of our water-centric business by linking it with the best water transportation of all – that which occurs in nature.

# Secure, optimal operations



Xylem TotalCare is a comprehensive, integrated portfolio of services that ensures your business keeps running at its best. Our portfolio comes backed by deep systems knowledge and expertise in water and wastewater applications. Xylem TotalCare gives you operational security and more time to focus on your core business.

## Our brands

Xylem offers five market-leading brands that primarily serve the municipal and industrial markets with regard to the movement and treatment of water and wastewater. The Flygt, Godwin, Leopold, Sanitaire and Wedeco brands are all market leaders, each investing heavily in research and development to bring you highly efficient and effective products.

## Our people

We have a team of knowledgeable, professional and highly skilled staff, who pride themselves on their ability to help customers optimise their business by providing the right solution every time.

## Solutions expertise

Access the deep system expertise and know-how built into Xylem product brands to ensure they're always performing at their best. Our standardized service packages let you use our service and support on your terms.

## Select the service level you need

Our standardized service packages meet your every need - from the very basic to the advanced. The more basic the service, the easier it is on your budget. The more advanced it is, the greater your peace of mind will be.

## Reliable service

Our global expertise and local presence means you can rely on us as your trustworthy partner. We assure prompt service delivery world-wide. With Xylem TotalCare services, you're just one phone call away from integrated service and support that you won't find anywhere else.

# Our service offering



## Design & Consultancy

Get comprehensive engineering consultancy services, including feasibility studies and design services for new installations or remodeling, expanding or upgrading existing ones.



## Repair & Maintenance

Gain valuable uptime through a broad range of repair and maintenance services conducted either onsite and or at one of our workshops.



## Installation & Commissioning

Take advantage of our broad installation and commissioning services - from project management and supervision of installation through to start-up and commissioning.



## Monitoring & Supervision

Save time and money through efficient management of individual installations or your entire plant. We provide basic alarm distribution as well as optimization and performance benchmarking services.



## Maintenance Contracts

Use a cost-effective service level agreement to enhance operational reliability through preventative maintenance of your equipment and various warranty options.



## Inspection & Auditing

Minimize downtime and maximize profitability with regular inspections by our qualified service engineers. Services also include audits for energy efficiency, equipment condition and reliability.

The Xylem TotalCare offering consists of well-defined standardized service packages. Choose the package that meets your needs, without the need for lengthy discussions. Since the service scope and price are defined in advance, you pay only for the services you require. Customized service packages, however, are available upon request.



### Plant Operation & Maintenance

Focus on your core business and entrust us with plant operation and maintenance. Our experts provide broad services from effective troubleshooting and root cause analysis to partial or full turnkey responsibility.



### Asset Refurbishments

Protect the value of your ageing assets and minimize capital expenditures. Upgrade a single piece of equipment or renovate your entire plant by conducting a site audit and designing anew.



### Parts & Logistics

Enjoy the peace of mind that comes with knowing the equipment and spares you need are always on hand and readily available - whether for regularly scheduled maintenance or emergency callouts.



### Training & Technical Support

Make sure your equipment operators and service staff have the knowledge and skills to optimize equipment and plant performance. Let our engineers provide the training and technical support you need.



### Rental & Onsite Services

Rent best-in-class dewatering or bypass pumping equipment on your terms without the capital expenditure costs. Choose from short-term, long-term, try-before-you-buy and everything in between.



### Financial Solutions

We can offer bespoke solutions to suit your budget.

Not all TotalCare services are available in all countries. We are constantly adding services so please check availability with your sales representative.

# Ways to optimize operations

Here are some examples of how Xylem TotalCare services help our customers minimize downtime, save energy, and optimize operational performance.



## Example service #1

### Workshop repair

All equipment requires repair at some point in time. Whether dealing with an unexpected breakdown or replacing wear parts at a scheduled maintenance interval, we provide all types of equipment service - from minor repair to full overhaul. Depending on the nature of repair, we offer both onsite and workshop repair, which are included in our portfolio of repair and maintenance services.

Workshop repairs are cost-effective and include a complete range of services for repair, overhaul and testing to restore equipment to its original operating condition. Our highly trained service technicians perform all the work themselves and have easy access to the right tools and necessary service documents.

## Example service #2

### Energy audits

Rising energy prices along with stricter environmental regulations are the driving forces for improved energy performance. By managing energy usage at your pump stations more efficiently, you can reduce energy costs and your company's carbon footprint and improve your bottom line.

Lower energy costs, reduce environmental impact and boost your profitability with an Energy Audit - one of Xylem TotalCare's inspection and auditing services. This knowledge-based service lets us review the energy demands of an individual pump station installation or entire wastewater treatment plant. We then recommend measures to reduce energy costs while enhancing reliability.

## Case study

### Energy savings add up

#### CHALLENGE

Reduce energy costs at a European-based pump station using four variable frequency drive (VFD) 100 kW Flygt N-pumps that handle a total volume of 0.8 m<sup>3</sup>/s (12,700 US gpm) and use one million kilowatt-hours of energy per year.

#### SOLUTION

An energy audit that measured flow, head, power and analyzed the control philosophy identified setting adjustments on the VFD that reduced energy consumption by between five and 15 percent.



#### Example service #3

## Installation & commissioning

When you need your plant to be up and running fast, you need sound engineering expertise and specialist advice. Installation and commissioning services ensures that you have the right connections and control systems. This allows you to achieve a stable and reliable operating environment from the start.

Most of all, these services reduce your overhead, minimize risk and ensure your facilities are ready for use.



#### Example service #4

## Rental & onsite services

Buying auxiliary equipment for short-term projects can strain your budget by tying up critical capital. Plus there are the associated costs for equipment maintenance, spare parts, service, storage and administration.

Xylem TotalCare services provide an attractive alternative for emergency, temporary bypass or semi-permanent pumping of water and wastewater. With access to a broad range of well-maintained world-class products, you can tackle any challenge that comes your way. Our specialist fleet is available for use as consignment stock or for 24/7 contingency planning.

Our experienced technicians help solve tough challenges - from draining to complete fluid transfers - the right way from the start. We can help you select the correct pumps, pipework and critical components to build the optimal system for your applications. We're never further than a phone call away.

#### Case study

### **Bypass pump rental eases maintenance work**

#### CHALLENGE

One of the UK's largest power stations required a bypass pump to facilitate maintenance and cleaning of sluice valves within the station's return pit.

#### SOLUTION

Xylem's rental team assessed site requirements and temporarily installed four 150 mm quiet enclosure pumps to handle a total flow of 1200 m<sup>3</sup>/h. These pumps operated 24/7 until the job was done, providing savings in capital expenditures and labor.

# TotalCare services

A broad portfolio of services to keep your business running smoothly!

## Xylem ['zīləm]

- 1) The tissue in plants that brings water upward from the roots
- 2) A leading global water technology company

We meet the world's water needs by creating innovative solutions that improve the way water is used, conserved, and re-used. We move, treat, analyze, and return water to the environment. In more than 150 countries, our loyal customers know us for our powerful combination of leading product brands and applications expertise.

### What can Xylem do for you?

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