

Maintenance contracts

ENSURE EQUIPMENT UPTIME



Keeping maintenance costs down



With resources tight and cost-cutting measures in place across the board, companies are looking for smart ways to prevent expensive repairs and emergency callouts. By controlling maintenance costs, you can ensure maximum equipment uptime.

What it is

A maintenance contract is a cost-effective service agreement from Xylem TotalCare tailored to meet your specific requirements and budget. It is ideal for customers who want to devote key resources to their core business yet enjoy 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 document equipment status in a comprehensive report. We then customize a maintenance contract that specifies a pre-defined number of annual visits in fully equipped vehicles.

With our broad competence, we can take care of your entire system. Should a failure occur, we find the root cause and remedy the problem.

Why it makes sense

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.

Why Xylem TotalCare

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 performance of equipment
- Proactively identify unexpected and expensive breakdown and repairs
- Prolong service life
- We use only genuine spare parts
- We guarantee all of our work
- All of our technicians are factory trained on original equipment

Service Example

CHALLENGE: To reduce water and wastewater plant maintenance costs, increase up-time and ensure optimal operating efficiency of Flygt Pumps and Mixers.

SOLUTION: After assessing the maintenance needs of the contracted pumps and mixers, a Flygt Service Technician will perform on-site preventative maintenance.

All on-site work will be followed up with a written report, within a couple of days of work completion.

Any equipment requiring more extensive repairs will be transported back to the nearest Flygt facility for a detailed evaluation, cost estimate and repairs.

Price

Annual costs depend on the selected service level (i.e Bronze, Silver or Gold), product quantities and models of pumps and mixers.

Choose the service level that fits your needs. Service levels can include one or more scheduled visits per year, spare parts and emergency visits.



Tailored service levels

While each maintenance contract is unique and reflects individual customer requirements, the typical maintenance contract generally consists of these components:

- Annual maintenance review of equipment by authorized Xylem service engineers
- Fast response to calls for non-emergency service

Better control over your maintenance budget

With routine maintenance, you have better control of your maintenance budget. You pay a fixed annual fee to eliminate the risk of breakdown due to component failure and reduce operating costs over the long term.

Local presence on a global scale

Xylem brings you the advantages of a worldwide organization supported by a solid network of local engineers. By placing your critical processes in the hands of our experts

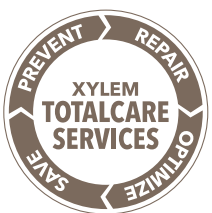
around the globe, you have local access to a global organization for basic requirements, such as quality parts, specialized tools, solid product knowledge and process expertise.

Boost efficiency with monitoring and control

Whether you use a single piece of equipment or several in an installation, we can supply what you need - everything from startup equipment to controllers and sensors.

Genuine parts and warranty

When downtime isn't an option, rely on our global service network to deliver genuine Flygt parts - quickly and efficiently. All parts are backed by a solid guarantee.



What can Xylem do for you?

Call 704-409-9700

www.xylemtotalcare.com

© 2012 Xylem, Inc.