

EXPERT SERVICE & GENUINE PARTS

Everything it takes to keep
you up and running



Peace of Mind from the Original Service Experts

At Xylem, we know what it takes to set a higher standard. All of our products are designed to be the best tool for the job, and that commitment to quality applies to our world-class inspection, maintenance, and repair services as well.

Our technicians are highly-trained, factory-certified Xylem experts, not third-party contractors, and with 50+ field offices across the country, we can reach most work sites in a matter of hours, 24/7/365.

We designed, engineered, and manufactured your pump. There's no doubt we're the best choice to service it.

The Simpler Way to Protect Your Investment

You've made a significant investment because you trust the Xylem brand.

Increase the lifespan of your equipment by using only genuine Xylem parts and expert service. Not only will it lower your total cost of ownership, it will also ensure your own peace of mind.

Xylem has more than 50 years of experience in the pumping industry, from manufacturing all the way to service. That's a legacy you can trust.

Training Straight from the Source

The most valuable resource on the job site is knowledge.

Our in-person training empowers your team to improve operational efficiency and keep equipment running at peak efficiency.

Options includes operator training, equipment service training, and technical coaching

Taught by our experienced engineers and technicians

Fully customizable



Preventative Maintenance Agreement: Safeguard Your Pump with Expert Service

Leave the Upkeep to Us

Our Preventative Maintenance Agreement (PMA) is one of the most valuable services we offer. While each PMA is customized to fit your needs, they all include scheduled maintenance visits in which our experienced field technicians inspect and service your Xylem product.

Our PMA program is designed to help you avoid downtime and costly disasters, deliver a higher return on your investment, and reduce stress on your team.

The Value of Predictability

Don't let unscheduled downtime throw a wrench in your plans – or your budget.

With a PMA, our experienced technicians come to you fully equipped to inspect and service your pump. And if a repair is required, they can get it done right then and there.

That predictability carries over to the bottom line. The cost is straightforward and manageable, the risk of breakdown is minimized, and your exposure to a potential disaster is significantly lowered.



Key Benefits of a PMA

- Control over your maintenance budget**
- Equipment status report provided after each inspection**
- Priority service on all repairs (both planned and emergency) by authorized service technicians**
- 24-hour response time guarantee for emergencies**
- Unlimited telephone support**
- Keep your equipment within warranty**

FIND THE PERFECT SERVICE SOLUTION

All PMA plans are fully customizable to your needs.

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Diesel Engine Driven Dri-Primes	Electric Driven Dri-Primes	Engine Driven Light Towers, Generators, and Other Equipment	Dewatering Pumps
<p>Premium Plan: 4 visits per year</p> <p>Standard Plan: 2 visits per year</p>	<p>Premium Plan: 4 visits per year</p> <p>Standard Plan: 2 visits per year</p>	<p>Premium Plan: 4 visits per year</p> <p>Standard Plan: 2 visits per year</p>	<p>Premium Plan: 2 visits per year</p> <p>Standard Plan: 1 visit per year</p>
<ul style="list-style-type: none"> Check all fluid levels Air, oil, and fuel filter replacement Drain and replace oil Belt inspection Battery test Hourmeter and engine check Control Panel inspection Trailer/skid inspection Volute, impeller, discharge check Venturi inspection and cleaned Lubrication and greasing 	<ul style="list-style-type: none"> Check mechanical seal oil Compressor filter replacement Drain and replace compressor oil Wiring inspection Control panel inspection Trailer/skid inspection Volute, impeller, discharge check Venturi inspection and cleaned Lubrication and greasing 	<ul style="list-style-type: none"> Check all fluid levels Air, oil, fuel filter replacement Drain and replace oil Belt inspection Battery test Hourmeter and engine check Control Panel inspection Trailer/skid inspection 	<ul style="list-style-type: none"> Electrical inspection Shaft seal inspection Check and clean volute Check impeller clearances Check for any unusual noise in the upper and lower bearings Wearplate inspection Inspect condition of oil in oil housing, and change if required Test the pump operating cycle



Godwin Hoses and Accessories

Keep your equipment running at peak performance with the hose and accessories you need to complete your system. Standard hose lengths are 10' and 20'. Custom lengths are available.



BLACK RUBBER SUCTION HOSE

Heavy duty, fully vacuum rated and available in 1"-12" diameters. Designed for water, oil, and sewage applications.*



CARGO OS&D HOSE

Rugged, high-pressure rated with 150 lb or 300 lb flanges. Suitable for water, petroleum, and sewage applications.



HIGH PRESSURE LAYFLAT DISCHARGE HOSE

Rugged, oil resistant, and built for the rental industry. With double bolt clamps for open discharge and medium pressure applications.*



LIGHTWEIGHT ORANGE HELIX HOSE

Perfect for applications where flexibility and light weight are required. Rated for full vacuum as well as pressure.*



COMPOSITE OS&D HOSE

Flexible, rated for full vacuum, and can handle pressure up to 200 psi. Designed for water and petroleum applications.



STAINLESS STEEL BRAIDED HOSE

High-temperature and high-pressure rated. Available in 2"-6" diameters. Provides flexibility and is suitable for most metal hose applications.



PVC LAYFLAT HOSE

Heavy-duty discharge hose available in 2"-8" diameters and 50' lengths. Premium PVC tube and cover suitable for agriculture, mining, and industrial applications.



HIGH DENSITY POLYETHYLENE PIPE

Available for rental or sale in 4"-36" diameters. Fitting and adapters available for complete system installation.

Genuine Parts Kits

Protect your investment with genuine Xylem spare parts. We can deliver a full range of parts directly to you or send them along with an experienced Xylem technician.



DRI-PRIME® 1-2 YEARS PARTS KIT

Available for diesel engine driven and electric motor driven Dri-Prime pumps.

- Inspection gaskets
- Discharge ball/seat or flapper/gasket
- PDF illustrating location of each part
- Venturi jet and nozzle
- Compressor line
- Belt
- O-rings



DRI-PRIME® DIESEL ENGINE FILTER KIT

Available for Tier 2, Tier 3, Interim Tier 4 and Tier 4 engines.

- Oil filter
- Fuel filter(s)
- Air filter(s)
- Compressor filter (if applicable)

Quick Disconnect System

Our unique Quick Disconnect (QD) system makes installation faster and operations smoother. These durable yet lightweight products are produced from high tensile strength abrasion resistant, hot-dipped galvanized steel.



QD COUPLINGS & ADAPTORS

Available products include flanged ends, screw ends, strainers, and pipe bends in various sizes.



QD PIPE

Hot-dipped galvanized pipe available for moving products long distances. Available in 2"-12" diameter and 10' and 20' lengths.

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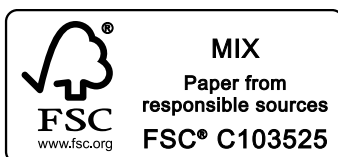
- 1) The tissue in plants that brings water upward from the roots;
- 2) a leading global water technology company.

We're a global team unified in a common purpose: creating advanced technology solutions to the world's water challenges. Developing new technologies that will improve the way water is used, conserved, and re-used in the future is central to our work. Our products and services move, treat, analyze, monitor and return water to the environment, in public utility, industrial, residential and commercial building services, and agricultural settings. With its October 2016 acquisition of Sensus, Xylem added smart metering, network technologies and advanced data analytics for water, gas and electric utilities to its portfolio of solutions. In more than 150 countries, we have strong, long-standing relationships with customers who know us for our powerful combination of leading product brands and applications expertise with a strong focus on developing comprehensive, sustainable solutions.

For more information on how Xylem can protect your investment, go to www.xylem.com/XXXXX

Branch Locations

Little Rock, AR 501-475-2477	Upper Marlboro, MD 301-390-3806	Elmira (Troy), NY 607-215-0668	Dallas, TX 469-221-1444
Los Angeles, CA 310-830-3636	Detroit, MI 248-455-0337	Cincinnati, OH 513-239-4414	Houston, TX 281-864-9200
Mira Loma/San Diego, CA 951-681-3636	Billings, MT 406-373-3700	Cleveland, OH 440-357-6868	San Antonio, TX 210-648-9101
Norwich, CT 860-889-2343	Helena, MT 406-495-1335	Portland, OR 503-981-0341	Richmond, VA 804-798-6600
Jacksonville, FL 904-695-2131	Charlotte, NC 803-909-7867	Pittsburg, PA 724-266-6936	Virginia Beach, VA 757-490-1300
Pompano Beach, FL 954-283-5270	Raleigh-Durham, NC 919-661-6061	N. Charleston, SC 843-818-2266	Seattle, WA 253-395-5450
Tampa/Orlando, FL 863-682-8800	Wilmington, NC 910-383-1106	Memphis, TN 662-342-0320	Charleston, WV 304-984-0200
Atlanta, GA 770-420-8920	Bridgeport, NJ 856-467-3636	Nashville, TN 615-471-4219	Evanston, WY 307-789-3412
Chicago, IL 708-889-1560	Edison, NJ 732-390-2166	Tri-Cities Area, TN 423-279-0818	
Evansville, IN 812-402-6124	Albany, NY 518-767-2340	Corpus Christi, TX 361-879-0031	
Indianapolis, IN 317-217-5131	Batavia, NY 585-344-3156	Beaumont, TX 409-840-4371	



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