



TotalCare Services

MAINTENANCE CONTRACTS

Xylem is the only integrated wastewater service provider operating across the UK and Ireland, with over 220 trained and experienced field operatives, specialising in submersible pumping station maintenance. In the face of limited resources and cost-cutting requirements, many pump users and treatment system operators are looking for smart ways to avoid expensive repairs and emergency callouts.

With a service contract from Xylem, you can ensure maximum equipment uptime for the lowest overall cost.

This gives you total peace of mind.

+ What is a service contract?

A planned preventative maintenance agreement is a cost-effective service contract from Xylem TotalCare tailored to meet your specific requirements and budget. Xylem can offer coverage for pumps, treatment systems and equipment manufactured by us as well as those manufactured by other suppliers.

+ Why Xylem?

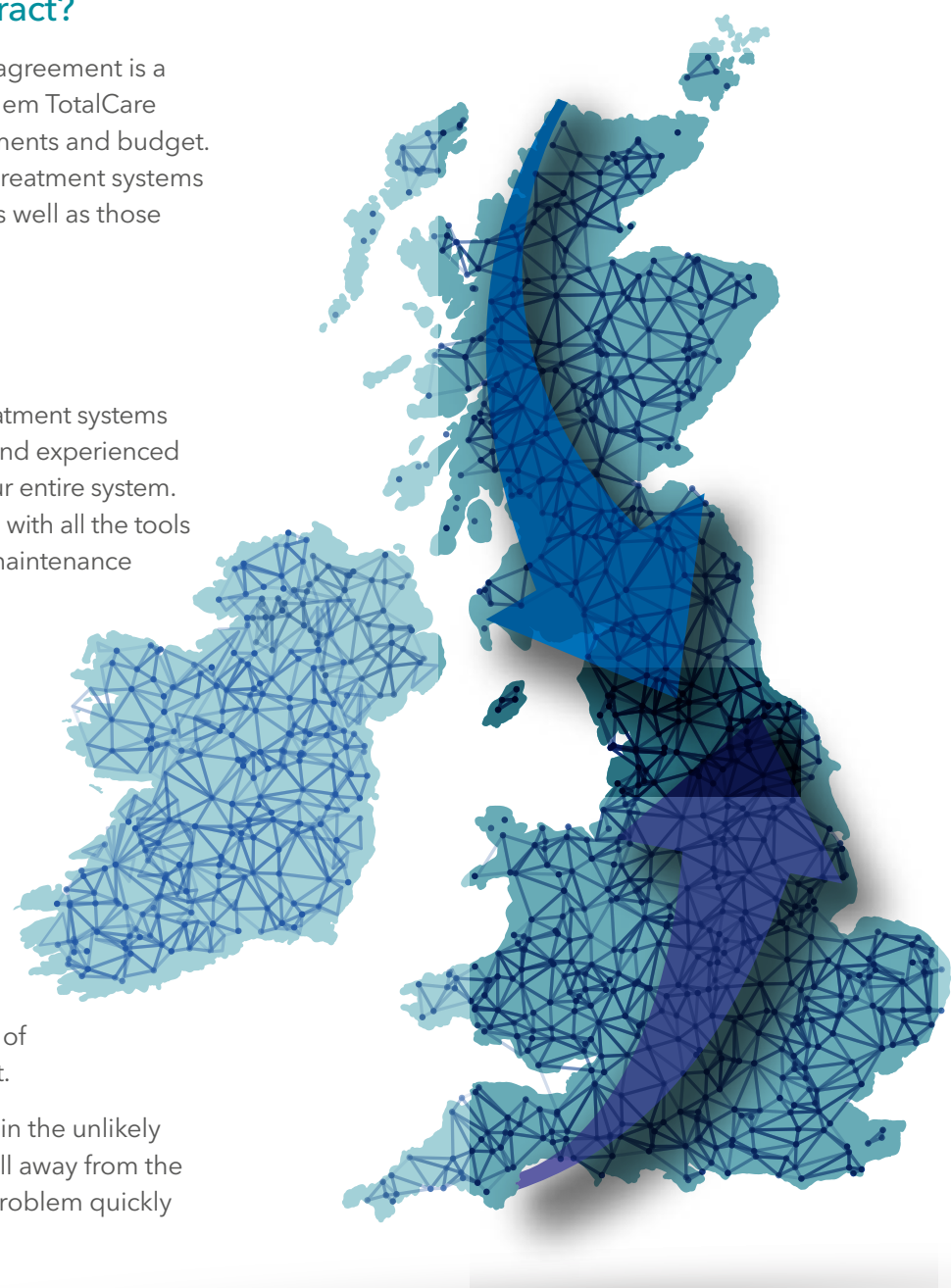
No one understands pumping and treatment systems better than Xylem. Our highly trained and experienced service technicians can take care of your entire system. Our service vehicles are fully equipped with all the tools required to carry out inspections and maintenance in a professional and efficient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

If a service technician encounters an unusual problem that requires specialised support, they have fast and easy access to Xylem’s global network of experts.

+ The bottom line

With a planned agreement from Xylem, you no longer have to worry about the condition and performance of your pumps and treatment equipment.

The risk of breakdown is very low and in the unlikely event of failure you are just a phone call away from the qualified help you need to solve the problem quickly and cost efficiently.



Planned Maintenance Agreement All-inclusive contracts available. Select your option.

	Service Care	Premium Care	Treatment Care
Length of agreement 1-5 years with 1-12 visits per year	•	•	•
24 Point Check	•	•	
24/7 & 365 Day Telephone Support	•	•	•
SLA attendance within 24 hours	•	•	
Warranty 18 months	•	•	
Planned maintenance costs included			•
Annual site operative training (1 day per year)			•
Annual condition audit of Xylem equipment and associated instrumentation including technical report on findings			•
Remote cloud based smart monitoring		•	
SLA attendance (call out period varies)			•
Asset Verification & Dilapidation Report	•	•	
Quote (SLA 3 working days)	•	•	•
Tankering (only available in the UK)		•	
Pump Hire (inc labour)		•	
Laboratory sampling		•	
EA fees		•	
Mandate level for small parts	•	•	
Multi-site discount		•	
Use of genuine OEM parts - Xylem branded products	•	•	•
Consumables not included	•	•	•

We offer service packages for:

-  Wastewater or Stormwater Pumping Stations
-  Filtration System, Process audit / sampling
-  Aeration / Biological equipment servicing
-  UV & Ozone Servicing
-  Sewage Treatment Plants
-  Oil Separators
-  Septic Tanks
-  Booster Sets
-  Telemetry Monitoring
-  Rental

Xylem ['zīl m]

- 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 settings. Xylem also provides a leading portfolio of smart metering, network technologies and advanced analytics solutions for water, electric and gas utilities. 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 help you, go to www.xylem.com



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