

TotalCare Maintenance Contracts

PREVENTATIVE MAINTENANCE AGREEMENTS FOR BIOLOGICAL TREATMENT FACILITIES

xylem
Let's Solve Water

Preventative Maintenance Agreements

Retain maximum operational efficiency of your biological treatment process

In the face of limited resources and cost-cutting requirements, many biological treatment facilities are looking for smart ways to maximize operational efficiencies and minimize down-time. With a preventive maintenance agreement (PMA) from Xylem, you can ensure maximum process uptime for the lowest overall cost. Think of it as a kind of insurance.





What is a PMA?

A preventive maintenance agreement is a cost-effective service 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 to provide the opportunity to take action to resolve the issues before they start to negatively affect your biological process.

Tailoring a PMA to your specific requirements is a good way to reduce costs and retain high operational standards.

Why Xylem?

No one understands the relationship between biological processes, operational costs, equipment and controls better than Xylem. Our highly trained and experienced service technicians and process engineers 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

- Annual condition audit of your biological process and related equipment and instrumentation including technical report on findings
- Ability to ensure that operational costs are minimized at the same time that system performance is maximized
- Use of genuine parts in all upgrades and refurbishments
- Favorable pricing on parts, upgrade equipment and any additional service hours required during the contract period
- Free telephone support from our hotline
- Predictable yearly maintenance costs that make budgeting easier
- Access to Xylem's profound knowledge, experience and expertise within wastewater treatment

The bottom line

With a PMA from Xylem, you no longer have to worry about the condition and performance of your biological process and related instruments, equipment and control system. 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.

Which level suits your needs?

	Level 1	Level 2	Level 3
Services included in each PMA level:			
Condition audit and report	•	•	•
DO sensor cleaning & calibration	•	•	•
Inspection of ancillaries for damage/wear (pipes, valves, mixers)	•	•	•
Instrumentation validation	•	•	•
Bi-annual SCADA data review with recommendations		•	•
Annual service of blowers		•	•
Diffuser performance analysis		•	•
Onsite DWP testing		•	•
Annual site operator training			•
Annual membrane cleaning			•
Performance analysis & testing of diffusers in Xylem's state-of-the-art clean water testing facility			•
Remote monitoring			•
Annual blower testing and performance report			•
Process audit			•
Additional features:			
Travel costs for visits specified in agreement	•	•	•
Free access to service hotline (Mon-Fri during office hours)		•	•
Equipment/site inspection required before signing agreement		•	•
Spare parts and repair work (labour hours) during contract period	10% discount	20% discount	30% discount
Warranty on repairs	1 year	1 year	2 years
Length of agreement	2–5 years*	2–5 years*	3–5 years*

*Automatically renewed thereafter if not actively cancelled.

Is your biological treatment equipment still under warranty?
In order for your warranty to remain valid, maintenance must be done according to the technical specification in the product manual. It is vital that genuine parts are used for all repairs and that all repair work is done by Xylem-authorized technicians.

Do you need to know more about equipment status and the performance of your biological process before you make a decision?

Consider starting with a one-day condition audit on your facility. We will provide you with a report of our findings and recommendations that will help you decide what your next steps should be.

Is energy consumption a major concern at your facilities?

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





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?

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Let's Solve Water

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