

Series e-80SCXL

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1 Introduction and safety

1.1 Introduction

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Purpose of this manual

The purpose of this manual is to provide necessary information for:

- Installation
- Operation
- Maintenance



CAUTION:

Read this manual carefully before installing and using the product. Improper use of the product can cause personal injury and damage to property, and may void the warranty.

NOTICE:

Save this manual for future reference, and keep it readily available at the location of the unit.

Requesting other information

Special versions can be supplied with supplementary instruction leaflets. See the sales contract for any modifications or special version characteristics. For instructions, situations, or events that are not considered in this manual or in the sales documents, please contact the nearest Xylem representative.

Always specify the exact product type and identification code when requesting technical information or spare parts.

1.2 Safety



WARNING:

- The operator must be aware of safety precautions to prevent physical injury.
- Operating, installing, or maintaining the unit in any way that is not covered in this manual could cause death, serious personal injury, or damage to the equipment. This includes any modification to the equipment or use of parts not provided by Xylem. If there is a question regarding the intended use of the equipment, please contact a Xylem representative before proceeding.
- Do not change the service application without the approval of an authorized Xylem representative.



CAUTION:

You must observe the instructions contained in this manual. Failure to do so could result in physical injury, damage, or death.




1.2.1 Safety terminology and symbols

About safety messages

It is extremely important that you read, understand, and follow the safety messages and regulations carefully before handling the product. They are published to help prevent these hazards:



- Personal accidents and health problems
- Damage to the product and its surroundings
- Product malfunction

Hazard levels

Hazard level	Indication
 DANGER:	A hazardous situation which, if not avoided, will result in death or serious injury
 WARNING:	A hazardous situation which, if not avoided, could result in death or serious injury
 CAUTION:	A hazardous situation which, if not avoided, could result in minor or moderate injury
NOTICE:	Notices are used when there is a risk of equipment damage or decreased performance, but not personal injury.


Special symbols

Some hazard categories have specific symbols, as shown in the following table.

Electrical hazard	Magnetic fields hazard
 Electrical Hazard:	 CAUTION:

1.2.2 Safety instruction decals

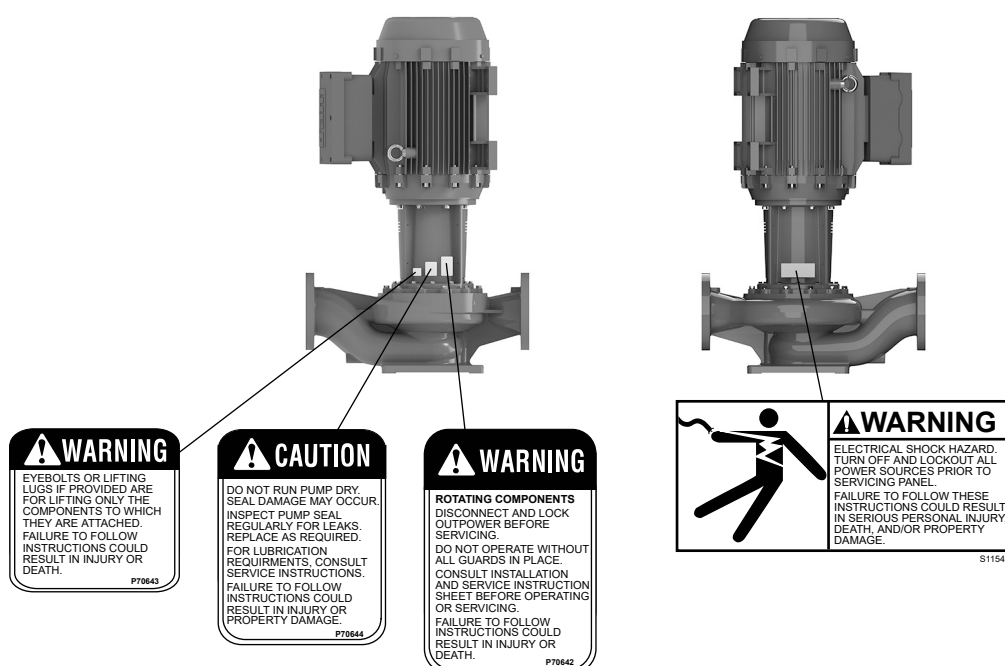
Alert symbol

	<p>This safety alert symbol is used in manuals and on the safety instruction decals on the pump to draw attention to safety-related instructions.</p> <p>When used, the safety alert symbol means that failure to follow the instructions may result in a safety hazard.</p>
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Decals

Make sure your pump has these safety instruction decals and that they are located as this figure shows. If the decals are missing or illegible, contact your local sales and service representative for a replacement.

All series e-80SCXL Pumps



Make sure that all safety instruction decals are always clearly visible and readable.

1.2.3 User safety

General safety rules

These safety rules apply:

- Always keep the work area clean.
- Pay attention to the risks presented by gas and vapors in the work area.
- Avoid all electrical dangers. Pay attention to the risks of electric shock or arc flash hazards.
- Always bear in mind the risk of drowning, electrical accidents, and burn injuries.

Safety equipment

Use safety equipment according to the company regulations. Use this safety equipment within the work area:

- Hard hat
- Safety goggles, preferably with side shields
- Protective shoes
- Protective gloves
- Gas mask
- Hearing protection
- First-aid kit
- Safety devices

NOTICE:

Never operate a unit unless safety devices are installed. Also see specific information about safety devices in other chapters of this manual.

Electrical connections

Electrical connections must be made by certified electricians in compliance with all international, national, state, and local regulations. For more information about requirements, see sections dealing specifically with electrical connections.

Precautions before work

Observe these safety precautions before you work with the product or are in connection with the product:

- Provide a suitable barrier around the work area, for example, a guard rail.
- Make sure that all safety guards are in place and secure.
- Make sure that you have a clear path of retreat.
- Make sure that the product cannot roll or fall over and injure people or damage property.
- Make sure that the lifting equipment is in good condition.
- Use a lifting harness, a safety line, and a breathing device as required.
- Allow all system and pump components to cool before you handle them.
- Make sure that the product has been thoroughly cleaned.
- Disconnect and lock out power before you service the pump.
- Check the explosion risk before you weld or use electric hand tools.

1.2.3.1 Wash the skin and eyes

Follow these procedures for chemicals or hazardous fluids that have come into contact with your eyes or your skin:

Condition	Action
Chemicals or hazardous fluids in eyes	<ol style="list-style-type: none"> 1. Hold your eyelids apart forcibly with your fingers. 2. Rinse the eyes with eyewash or running water for at least 15 minutes. 3. Seek medical attention.
Chemicals or hazardous fluids on skin	<ol style="list-style-type: none"> 1. Remove contaminated clothing. 2. Wash the skin with soap and water for at least 1 minute. 3. Seek medical attention, if necessary.

1.2.4 Protecting the environment

Emissions and waste disposal

Observe the local regulations and codes regarding:

- Reporting of emissions to the appropriate authorities
- Sorting, recycling and disposal of solid or liquid waste
- Clean-up of spills

Exceptional sites



CAUTION: Radiation Hazard

Do NOT send the product to Xylem if it has been exposed to nuclear radiation, unless Xylem has been informed and appropriate actions have been agreed upon.

Recycling guidelines

Always follow local laws and regulations regarding recycling.

2 Transportation and storage

2.1 Examine the delivery

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2.1.1 Examine the package

1. Examine the package for damaged or missing items upon delivery.
2. Record any damaged or missing items on the receipt and freight bill.
3. If anything is out of order, then file a claim with the shipping company.
If the product has been picked up at a distributor, make a claim directly to the distributor.

2.1.2 Examine the unit

1. Remove packing materials from the product.
Dispose of all packing materials in accordance with local regulations.
2. To determine whether any parts have been damaged or are missing, examine the product.
3. If applicable, unfasten the product by removing any screws, bolts, or straps.
Use care around nails and straps.
4. If there is any issue, then contact a sales representative.

2.2 Pump lifting

**WARNING:**

- Assembled units and their components are heavy. Failure to properly lift and support this equipment can result in serious physical injury and/or equipment damage. Lift equipment only at the specifically identified lifting points. Lifting devices such as eyebolts, slings, and spreaders must be rated, selected, and used for the entire load being lifted.
- Crush hazard. The unit and the components can be heavy. Use proper lifting methods and wear steel-toed shoes at all times.

In order to lift the entire pump, use slings placed around the unit as shown.

Figure 1: Proper lifting method



2.3 Long-term storage

If the unit is stored for more than 6 months, these requirements apply:

- Store in a covered and dry location.
- Store the unit free from heat, dirt, and vibrations.
- Rotate the shaft by hand several times at least every three months.

Treat bearing and machined surfaces so that they are well preserved. Refer to the drive unit and coupling manufacturers for their long-term storage procedures.

For questions about possible long-term storage treatment services, please contact your local sales and service representative.

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3 Product description

3.1 General description

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The pump is a split coupled pump. These features make the pump easy to install, operate, and service:

- High efficiency
- Vertical in-line mounting

Mechanical seal options

The pump has two options for the mechanical seal.

Figure 2: Inside mechanical seal

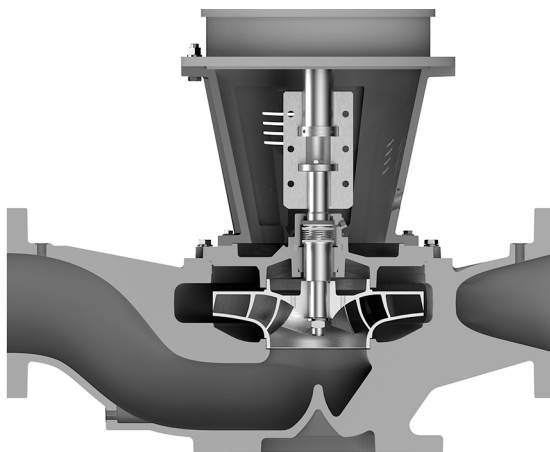
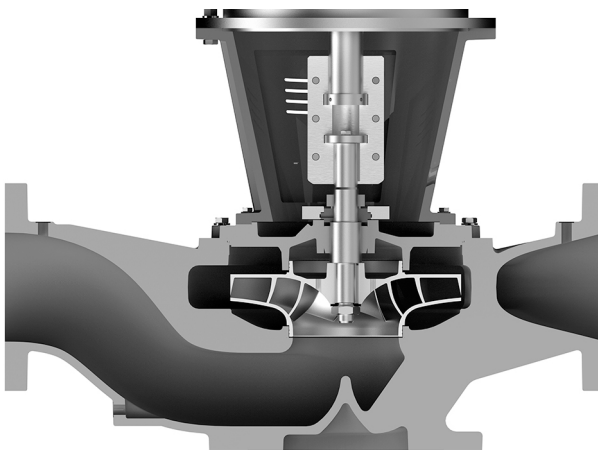


Figure 3: Outside mechanical seal



Intended applications



WARNING:

This product can expose you to chemicals including Lead, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to: www.P65Warnings.ca.gov.

NOTICE:

- This product is not intended for potable water applications.
 - This product is non-submersible. For indoor use only.
 - This product has not been investigated, nor is it intended for, use in swimming pools and marine areas.
-

The pump is intended for use with these pumped fluids:

- Unheated domestic and fresh water
- Boiler feed water
- Condensate
- Hydronic cooling or heating
- Benign liquids
- Pressure boosting
- General liquid transfer

Rotation

Pump rotation is clockwise when viewed from the back of the motor. An arrow is also located on the pump to show the direction of rotation.

3.2 Operational specifications

Table 1: Mechanical seal specifications

Seal type/ Parameter	Standard bellows seal, EPR/Carbon/ Silicon Carbide	Optional bellows seal, FKM/Carbon/ Silicon Carbide	Optional bellows seal, EPR/Silicon Carbide/ Silicon Carbide	Optional bellows seal, EPR/Carbon/ Tungsten Carbide	Optional balanced inside seal, FKM/ Silicon Carbide / Silicon Carbide	Optional balanced outside seal, FKM/ Silicon Carbide / Silicon Carbide
Operating temperature range, °F (°C)	-20 to 250 (-29 to 121)	-10 to 225 (-23 to 107)	-20 to 250 (-29 to 121)	-20 to 250 (-29 to 121)	-15 to 400 (-26 to 204)	-15 to 400 (-26 to 204)
pH range limits	7.0 to 11.0	7.0 to 9.0	7.0 to 12.5	7.0 to 9.0	4.0 to 10.0	4.0 to 10.0
Resistance to dissolved solids	Low-Medium	Low	Medium-High	Low-Medium	High	High
Maximum glycol/water concentration	50/50%	50/50%	60/40%	50/50%	50/50%	50/50%

Table notes

1. An external flush is required on low pressure systems that contain a high concentration of abrasives.
2. For operating temperatures above 250°F, a cooled flush is required and is recommended for temperatures above 225°F for optimum seal life. On closed systems, cooling is accomplished by inserting a small heat exchanger in the flush line to cool the seal flushing fluid. Operating above 300°F is not recommended to avoid damage to rubber sealing elements.
3. Flush-line filters and sediment separators are available on request.

4 Installation

4.1 Preinstallation

Precautions

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WARNING:

- When installing in a potentially explosive environment, make sure that the motor is properly certified.
- You must ground (earth) all electrical equipment. This applies to the pump equipment, the driver, and any monitoring equipment. Test the ground (earth) lead to verify that it is connected correctly.
- Motors without built-in protection must be provided with contactors and thermal overload protection for single-phase motors, or starters with heaters for three-phase motors. (See the nameplate on the drive unit to select properly-sized overloads.)

NOTICE:

Supervision by an authorized Xylem representative is recommended to ensure proper installation. Failure to do so may result in equipment damage or decreased performance.

Evaluate the installation in order to determine that the Net Positive Suction Head Available (NPSH_A) meets or exceeds the Net Positive Suction Head Required (NPSH_R), as stated by the pump performance curve.

4.1.1 Pump mounting guidelines

Series e-80SCXL pumps can only be mounted with the motor shaft vertical (motor shaft down).


CAUTION:

The pump and motor assembly must be properly supported during this procedure to prevent the pump unit or motor assembly from falling. Failure to properly support the pump and motor assembly could result in personal injury and or property damage.

4.1.2 Pump location guidelines


WARNING:

Assembled units and their components are heavy. Failure to properly lift and support this equipment can result in serious physical injury and/or equipment damage. Lift equipment only at the specifically identified lifting points. Lifting devices such as eyebolts, slings, and spreaders must be rated, selected, and used for the entire load being lifted.

Guideline	Explanation/comment
Keep the pump as close to the liquid source as practically possible. If the pump is not on a closed system, locate the pump so that the fewest number of bends or elbows in the suction pipe are needed.	This minimizes the friction loss and keeps the suction piping as short as possible.
Make sure that the space around the pump is sufficient.	This facilitates ventilation, inspection, maintenance, and service.
If you require lifting equipment such as a hoist or tackle, make sure that there is enough space above the pump.	This makes it easier to properly use the lifting equipment and safely remove and relocate the components to a safe location.
Protect the unit from weather and water damage due to rain, flooding, and freezing temperatures.	This is applicable if nothing else is specified.

Guideline	Explanation/comment
Do not install and operate the equipment in closed systems unless the system is constructed with properly-sized safety devices and control devices.	Acceptable devices: <ul style="list-style-type: none"> • Pressure relief valves • Expansion tanks • Pressure controls • Temperature controls • Flow controls If the system does not include these devices, consult the engineer or architect in charge before you operate the pump.
Take into consideration the occurrence of unwanted noise and vibration.	The best pump location for noise and vibration absorption is on a concrete floor with subsoil underneath.
If the pump location is overhead, undertake special precautions to reduce possible noise transmission.	Consider a consultation with a noise specialist.
When possible, locate the pump below the fluid level.	This facilitates priming, ensures a steady flow of liquid, and provides a positive suction head on the pump.

4.1.3 Piping checklist



WARNING:

- The heating of water and other fluids causes volumetric expansion. The associated forces can cause the failure of system components and the release of high-temperature fluids. In order to prevent this, install properly sized and located compression tanks and pressure-relief valves. Failure to follow these instructions can result in serious personal injury or death, or property damage.
- Avoid serious personal injury and property damage. Make sure that the flange bolts are adequately torqued.

NOTICE:

Never force piping to make a connection with a pump.

Check	Explanation/comment	Checked
Check that a section of straight pipe, with a length that is five times its diameter, is installed between the suction side of the pump and the first elbow, or that a B&G Suction Diffuser Plus is installed.	This reduces suction turbulence by straightening the flow of liquid before it enters the pump.	
Check that the suction and discharge pipes are supported independently by use of pipe hangers near the pump.	This eliminates pipe strain on the pump.	
Check that there is a strong, rigid support for the suction and discharge lines.	As a rule, ordinary wire or band hangers are not adequate to maintain proper alignment.	
For pumps with flanges, check that the bolt holes in the pump flanges match the bolt holes in the pipe flanges.	—	
Check that the suction or discharge lines are not forced into position.	The code for Pressure Piping (ASME 31.1) lists many types of supports available for various applications.	
Check that fittings for absorbing expansion are installed in the system when considerable temperature changes are expected.	This helps to avoid strain on the pump.	
Check that you have a foot valve of equal or greater area than the pump suction piping when you use in an open system with a suction lift.	Prevent clogging by using a strainer at the suction inlet next to the foot valve. Make sure that the strainer has an area three times that of the suction pipe with a mesh hole diameter of no less than 0.25 in. (0.64 cm).	

Check	Explanation/comment	Checked
Check that flexible piping is used on both the suction and discharge sides of the pump when you use an isolation base.	–	
Check that a B&G Triple Duty® valve is installed in the discharge line.	This valve serves as a check valve that protects the pump from water hammer, and serves as an isolation valve for servicing and for throttling.	
Check that the pipeline has isolation valves around the pump and has a drain valve in the suction pipe.	–	

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4.2 Typical pump installation

Figure 4: Piping with suction diffuser, front view

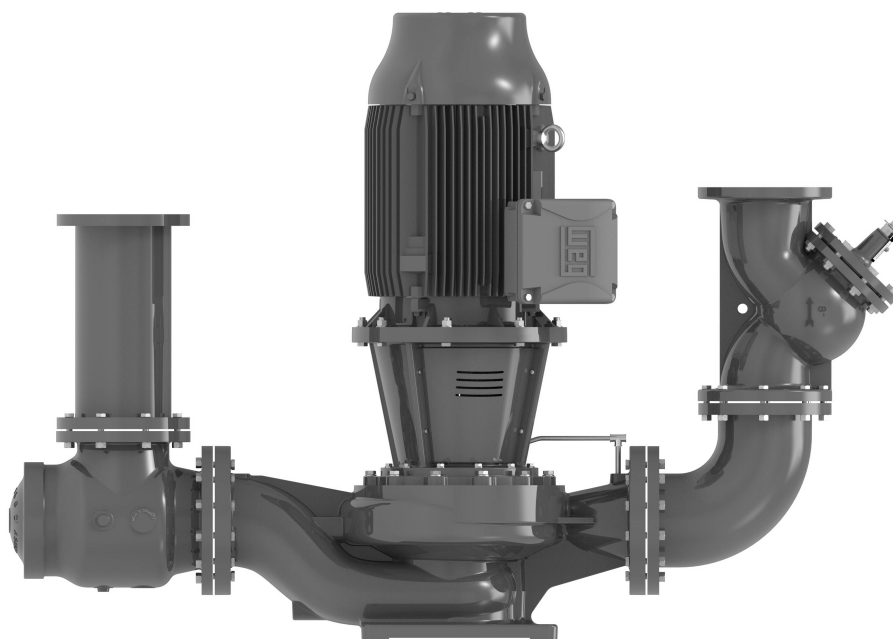
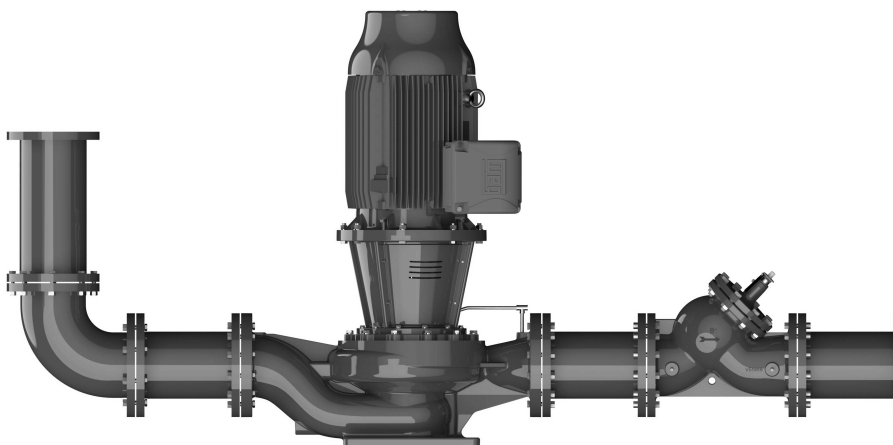
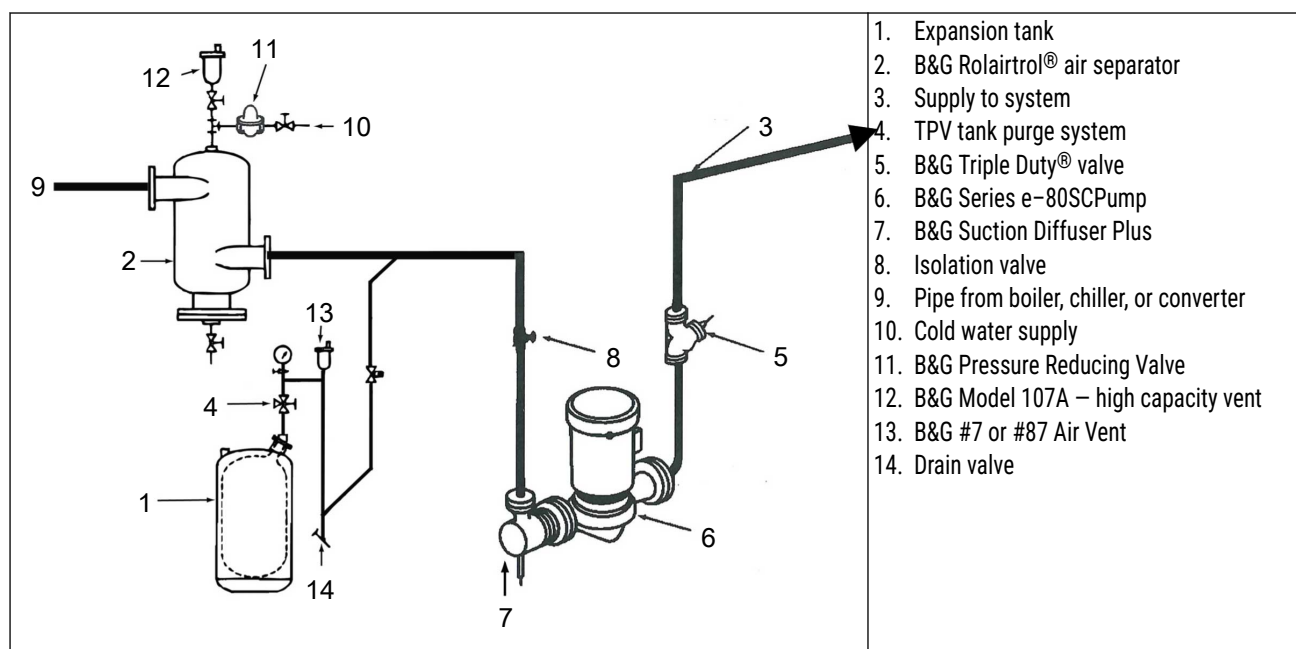


Figure 5: Piping without suction diffuser, front view



4.3 Typical system installation



Check that the control and safety devices have these characteristics:

- Properly sized for their purpose
- Placed correctly in the system before putting the system into operation

4.4 Foundation requirements

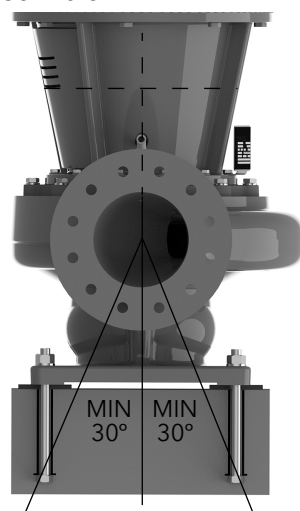
Requirements

- A substantial foundation and footing should be built to suit local conditions and form a rigid support to maintain alignment.
- The foundation must be able to absorb any type of vibration and form a permanent, rigid support for the unit.
- If the foundation is installed over the floor, it must be properly bonded and tied to the floor.

Recommendations

- Floor weight can be included in the Pump Foundation weight calculation within the boundary of the Pump Foundation if properly attached/bonded to the floor.
- Pump Foundations should extend 4-6" (100-150 mm) or more from pump base plate edges.
- The Pump Foundation width should include sufficient width to cover a 30 degree rule.
- Pump Foundation construction minimum requirements: 3000 psi (200 bar) concrete with steel re-enforcement.
- Pump Foundations should be a minimum of 4" (100 mm) above the floor to prevent water collection around the pump base plate.

Pump Foundation Width 30° Rule



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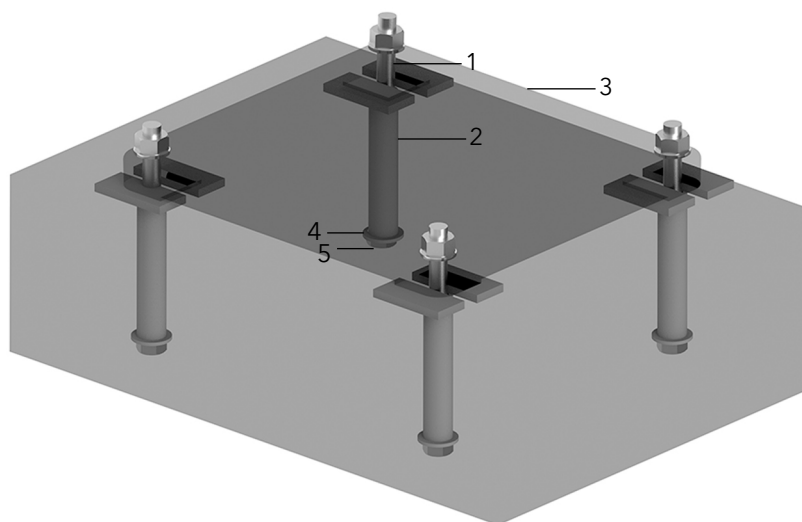
The width of the pump foundation should be wider than the extended 30° lines. When viewing the pump from the end of the base plate establish a vertical line through the pump flange center. On both sides of this vertical line a line that starts at the pump flange center and extends downward at 30°. These lines must pass through the bottom of the foundation.

Pumps on Spring Isolation Bases

- Spring mounting isolates the vibration from a pump from the floor or the foundation it is mounted on. Spring mounting can absorb piping loads from thermal expansion or reactions to internal pressure for properly supported piping systems. Be sure to anchor the piping before mounting to the pump.
- The pump unit can be installed on a spring isolated base. The spring isolators are not to be installed directly to the pump base plate given. The entire unit must be put on an isolation base that has the spring mounts attached to it. These isolation bases are welded structural steel with reinforcing and are filled with concrete or grout. The design requirements and installation of these isolation bases are the responsibility of the installing contractor.
- Use flexible piping on both suction and discharge sides with an isolation base. Flexible piping decreases the strain on the flanges.

Anchor bolts

- Foundation bolts or anchors of the proper size and type must be used. Foundation bolts that are cast in place can be of either type shown in pump detail figure. Concrete anchors can also be used. The type selected must be consistent with local codes.
- The size of the foundation bolts or anchor should be 1/8" (3 mm) smaller diameter than the holes provided in the base plate. Refer to the pump submittal for the quantity and size.



1. Foundation bolt
2. Pipe sleeve
3. Concrete foundation
4. Washer
5. Lug

Anchor bolt and hole sizes

- As a rule, the diameter of the anchor bolt hole should be 0.125 in (3 mm) larger than the diameter of the anchor bolt.

4.5 Requirements for setting the baseplate



CAUTION:

Use an anchor bolt and a plain, flat, type-W washer at each anchor bolt hole. Otherwise, the pump unit can shift. Failure to follow these instructions can result in serious property damage and/or moderate personal injury.

It is very important that the pump base is set level in order to avoid any mechanical problems with the motor or pump.

Base Plate Setting

- Place the pump unit on its concrete foundation, supporting it with steel wedges or shims.
 - The wedges or shims should be machined and be put on both sides of each anchor bolt to provide a means for leveling the base.
 - The wedge or shim length should be equal to or greater than the base rail width.
 - The width of the wedge or shim should be at least four times the diameter of the anchor bolt.
 - It is acceptable to place additional shims between the existing anchor bolts.
 - Use an anchor bolt for each anchor bolt hole provided.



CAUTION:

Equipment Damage. Use an anchor bolt and flat washer at each anchor bolt hole. Otherwise, shifting of the pump unit may occur. Failure to follow these instructions could result in serious property damage and/or moderate personal injury. It is very important that the pump be set level to avoid any mechanical difficulties with the pump.

Foundation checklist

You must fulfill these requirements before the foundation is ready for pump installation:

- Place the pump unit on its concrete foundation and support it with steel wedges or shims.
- Machine the wedges or shims and then place them on both sides of each anchor bolt in order to provide a means to level the base.

- Make sure that the length of the wedge or shim is at least four times the diameter of the anchor bolt.
- You can place additional shims between the existing anchor bolts. Use an anchor bolt for each anchor bolt hole provided and use plain, flat type-W washers with each anchor bolt.

Baseplate checklist

You must fulfill these requirements before the baseplate is ready for pump installation:

- Set the baseplate on the foundation and level it using shims under each mounting hole.
- Make sure that the length of the shim is at least four times the diameter of the mounting bolt.
- Make sure that the shim thickness is at least 0.06 in. (1.52 mm) thick.
- Make sure that the base is anchored to the foundation with bolts in all mounting holes.

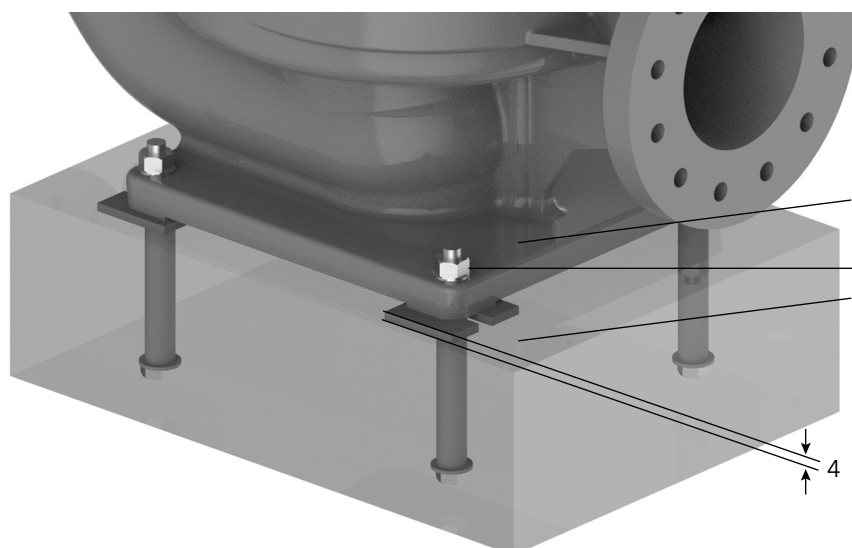
Piping check

Do not pipe the pump until it is leveled.

4.6 Level the base on a concrete foundation

Place 1.00 in. (25.40 mm) thick slotted steel shims around each anchor bolt in order to support the pump.

This also provides a means of leveling the base.



1. Pump base
2. Anchor bolt
3. Concrete foundation
4. 1" slotted shim

5 Commissioning, startup, operation, and shutdown

5.1 Preparation for startup

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**WARNING:**

- Failure to follow these precautions before you start the unit will lead to serious personal injury and equipment failure.
- Do not operate the pump below the minimum rated flows or with the suction or discharge valves closed. These conditions can create an explosive hazard due to vaporization of pumped fluid and can quickly lead to pump failure and physical injury.
- If the pump, motor, or piping operate at extremely high or low temperatures, then guarding or insulation is required. Failure to follow these instructions can result in serious personal injury or death, and property damage.
- Always disconnect and lock out power to the driver before you perform any installation or maintenance tasks. Failure to disconnect and lock out driver power will result in serious physical injury.
- Operating the pump in reverse rotation can result in the contact of metal parts, heat generation, and breach of containment.

NOTICE:

- Make sure that the warm-up rate does not exceed 2.5°F (1.4°C) per minute.

You must follow these precautions before you start the pump:

- Flush and clear the system thoroughly to remove dirt or debris in the pipe system in order to prevent premature failure at initial startup.
- Run a new or rebuilt pump at a speed that provides enough flow to flush and cool the close-running surfaces of the stuffing-box bushing.
- If temperatures of the pumped fluid will exceed 200°F (93°C), then warm up the pump prior to operation. Circulate a small amount of fluid through the pump until the casing temperature is within 100°F (38°C) of the fluid temperature.

5.1.1 Check the rotation

**WARNING:**

- Operating the pump in reverse rotation can result in the contact of metal parts, heat generation, and breach of containment.
- Always disconnect and lock out power to the driver before you perform any installation or maintenance tasks. Failure to disconnect and lock out driver power will result in serious physical injury.

1. Unlock power to the driver.
2. Make sure that everyone is clear, and then jog the driver long enough to determine that the direction of rotation corresponds to the arrow on the pump.
3. Lock out power to the driver.

5.2 Prime the pump

**CAUTION:**

Do not run the pump dry.

Make sure that the pump body is full of liquid before startup. If the system does not automatically fill the pump body with liquid, then you must manually prime the pump.

1. Loosen the vent plugs on the pump body. Loosen the vent valve on the flush line assembly.
2. While venting the air from the pump body, rotate the pump shaft a few times by hand.
3. After all air has been purged from the pump, close the vent plugs.

5.3 Start the pump



CAUTION:

- Observe the pump for vibration levels, bearing temperature, and excessive noise. If normal levels are exceeded, shut down the pump and resolve the issue.

Before you start the pump, you must perform these tasks:

- Open the suction valve.
 - Open any recirculation or cooling lines.
1. Fully close or partially open the discharge valve, depending on system conditions.
 2. Start the driver.
 3. Slowly open the discharge valve until the pump reaches the desired flow.
 4. Immediately check the pressure gauge to ensure that the pump quickly reaches the correct discharge pressure.
 5. If the pump fails to reach the correct pressure, perform these steps:
 - a) Stop the driver.
 - b) Prime the pump again.
 - c) Restart the driver.
 6. Monitor the pump while it is operating:
 - a) Check the pump for bearing temperature, excessive vibration, and noise.
 - b) If the pump exceeds normal levels, then shut down the pump immediately and correct the problem.
 7. Repeat steps 5 and 6 until the pump runs properly.

5.4 Pump operation precautions

General considerations



CAUTION:

- Vary the capacity with the regulating valve in the discharge line. Never throttle the flow from the suction side since this can result in decreased performance, unexpected heat generation, and equipment damage.
- Do not overload the driver. Driver overload can result in unexpected heat generation and equipment damage. The driver can overload in these circumstances:
 - The specific gravity of the pumped fluid is greater than expected.
 - The pumped fluid exceeds the rated flow rate.
- Make sure to operate the pump at or near the rated conditions. Failure to do so can result in pump damage from cavitation or recirculation.

Operation at reduced capacity



WARNING:

Never operate any pumping system with a blocked suction and discharge. Operation, even for a brief period under these conditions, can cause confined pumped fluid to overheat, which results in a violent explosion. You must take all necessary measures to avoid this condition.



CAUTION:

Avoid excessive vibration levels. Excessive vibration levels can damage the bearings, stuffing box or seal chamber, and the mechanical seal, which can result in decreased performance.

NOTICE:

- Avoid increased radial load. Failure to do so can cause stress on the shaft and bearings.
 - Avoid heat build-up. Failure to do so can cause rotating parts to score or seize.
 - Avoid cavitation. Failure to do so can cause damage to the internal surfaces of the pump.
-

Operation under freezing conditions

NOTICE:

Do not expose an idle pump to freezing conditions. Drain all liquid that is inside the pump and the flush lines. Failure to do so can cause liquid to freeze and damage the pump.

5.5 Shut down the pump

1. Slowly close the discharge valve.
2. Shut down and lock the driver to prevent accidental rotation.

5.6 Vibration

After startup, vibration can be measured on the pump bracket at the base of the horizontal (H), vertical (V), and axial (A) directions. The maximum expected value is 0.15 in/sec (3.8 mm/sec) RMS (ANSI/HI 9.6.4) when operating in the Preferred Operating Range (POR) flows from 70% to 120% of the best efficiency point (BEP) (ANSI/HI 9.6.3). Operation outside the POR, but within the Allowable Operating Range (AOR) from minimum flow to 85% of the end of the curve increases the vibration value by 30%. If the vibration recorded exceeds these values, shut down the pump, diagnose and fix the problem, re-start, and re-check the vibration.

6 Maintenance

6.1 Lubrication

The pump motor has been lubricated at the factory. Keep the motor properly lubricated in accordance with the motor manufacturer's instructions.

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6.2 Disassembly

6.2.1 Disassembly precautions

This manual clearly identifies accepted methods for disassembling units. These methods must be adhered to.



WARNING:

- Make sure that the pump is isolated from the system and that pressure is relieved before you disassemble the pump, remove plugs, open vent or drain valves, or disconnect the piping.
 - Always disconnect and lock out power to the driver before you perform any installation or maintenance tasks. Failure to disconnect and lock out driver power will result in serious physical injury.
 - Crush hazard. The unit and the components can be heavy. Use proper lifting methods and wear steel-toed shoes at all times.
-

NOTICE:

Make sure that all replacement parts are available before you disassemble the pump for overhaul.

6.2.2 Drain the pump



CAUTION:

- Allow all system and pump components to cool before you handle them to prevent physical injury.
-

1. Close the isolation valves on the suction and discharge sides of the pump.
You must drain the system if no valves are installed.
 2. Open the drain valve.
Do not proceed until liquid stops coming out of the drain valve. If liquid continues to flow from the drain valve, the isolation valves are not sealing properly and you must repair them before you proceed.
 3. Leave the drain valve open and remove the drain plug located on the bottom of the pump housing.
Do not reinstall the plug or close the drain valve until the reassembly is complete.
 4. Disconnect all auxiliary piping and tubing.
 5. Drain the liquid from the piping and flush the pump if it is necessary.
-

6.2.3 Impeller trimming guidelines

Machining

When it is necessary to reduce the pump flow rate and generated head by trimming the impeller diameter, the following guidelines apply for stainless steel impellers:

- Review the pump hydraulic selection data and consult your local Xylem representative to select the proper reduced diameter.
- For machining recommendations, see P2002535 Stainless Steel Impeller Trimming Guidelines.

Balancing

It is recommended that impellers trimmed more than 5% in diameter be rebalanced per ISO 1940 grade G6.3.

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6.3 Reassembly

6.3.1 Replace the seal

The inside and outside seal can be replaced without removing the motor.

1. Remove the coupling guard.
2. Remove the flush line from the seal cap.
3. If an outside seal, put seal clips/pins (remove setscrew for where the pin needs to be placed) in the seal and then loosen the set screws that hold the seal on the shaft.
4. Remove the coupler halves. Tape the collar rings together in pairs as assembled previously.

The shaft drops down when the coupling is removed.

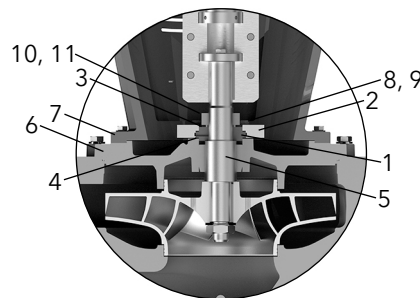
5. If an outside seal, remove the seal.
6. Remove the seal cap or seal gland through the space between shafts.
 - a) Remove the seal seat from the seal cap or gland.
 - b) If an inside seal, remove the seal using a pair of screwdrivers, to pry out the seal.
7. Clean the seal box, seal cap, or gland and shaft.


CAUTION:

Avoid touching the faces of the seal and getting them dirty.

8. Place the seal seat in the seal cap or gland.
9. For an outside seal:
 - a) Install the seal seat with seal cap or gland (including the gaskets on either side of the seat) over the end of the shaft and fasten to the motor bracket with four cap screws and washers. Tighten seal gland cap screws evenly to avoid misalignment one quarter turn past hand tight.
 - b) Leave the seal holding clips/pins on the rotating part of the seal, lubricate the bore of the seal with soapy water or other suitable lubricant such as International Products Corporation P-80®, and install the rotating part of the seal on the shaft with the rotating face toward the seal seat.
 - c) After the coupling assembly (see below), tighten the seal set screws on the shaft and remove the seal holding clips/Pins. If pin used remove pin and tighten setscrews on shaft. The seal is now set. Keep the seal holding clips/pins in case the seal has to be removed in the future

Figure 6: Outside seal



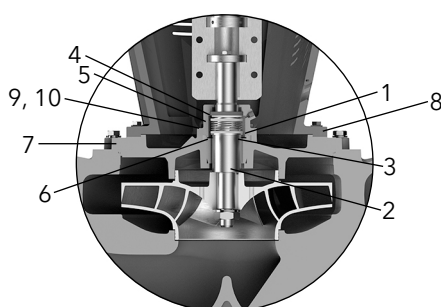
1. Seal seat
2. Seal gland
3. Seal seat gasket (seat to cap or gland)
4. Seal seat gasket (seat to cover)
5. Shaft

- 6. Cover
- 7. Motor bracket
- 8. Seal gland cap screws
- 9. Washers
- 10. Rotating part of the seal
- 11. Seal set screws

10. For an inside seal:

- a) Lubricate the bore of the rotating part of the seal with soapy water or other suitable lubricant such as International Products Corporation P-80®, and install the seal on the shaft with the rotating face up toward the motor until it contacts the snap ring.
- b) Install the seal seat with seal cap or gland (with the gasket between the cap and the motor bracket) over the end of the shaft and affix to the motor bracket with four cap screws and washers. Tighten seal gland cap screws evenly to avoid misalignment one quarter turn past hand tight.
- c) The seal is now fully installed and will be set after coupling assembly.

Figure 7: Inside seal



- 1. Rotating part of the seal
- 2. Shaft
- 3. Snap ring
- 4. Seal seat
- 5. Seal cap
- 6. Seal gasket
- 7. Cover
- 8. Motor bracket
- 9. Seal cap screws
- 10. Washers

- 11. Reinstall the flush line.
- 12. Reinstall the coupling guard.

6.3.2 Motor collar ring setting



CAUTION:

The motor collar ring must be set on the motor shaft at the correct position and set screws torqued to the proper value.

The motor collar ring must be set on the motor shaft at a specified distance for both TC motors and IEC motors to insure the pump impeller is in the proper position during pump operation. The distance to set the collar (DC) is measured from the end of the motor shaft to the surface of the collar ring closest to the pump.

Figure 8: Motor collar ring setting for TC motor

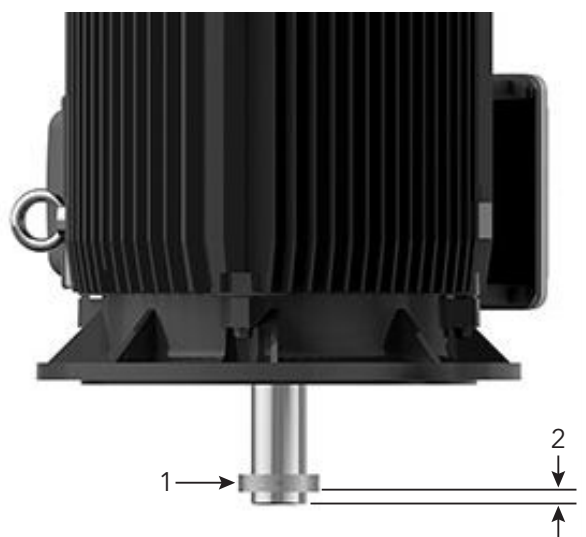
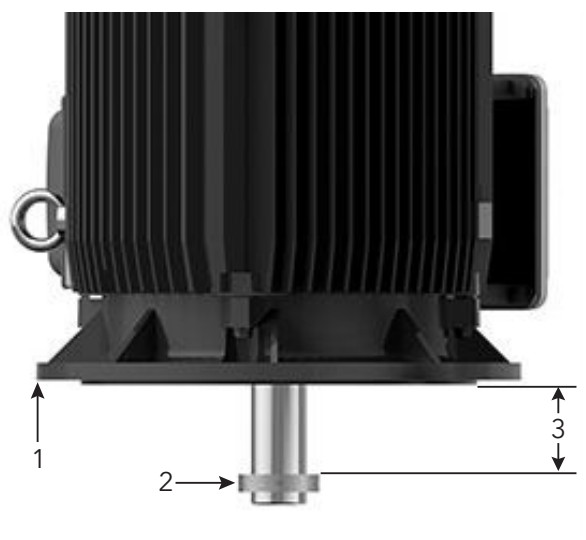


Figure 9: Motor collar ring setting for IEC motor



1. Motor mounting surface
2. Collar ring
3. DC

The collar ring is held in position on the motor shaft with set screws. These set screws must be tightened to the proper torque to ensure that the collar does not slip as a result of pump rotor weight and pump hydraulic thrust.

Place a small amount of Loctite 222MS on each setscrew before installing them into the motor collar.

Table 2: Collar setting difference for IEC motors

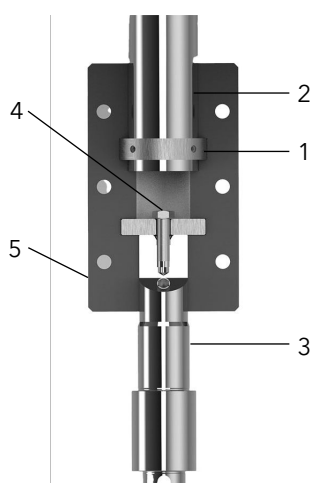
	Motor frame size	Distance Collar (DC) in (mm)	Set screw size	Set screw size (in-lbs)	
IEC Frame	200L IEC	3.780 (96)	M8X6	165	
	225S/M IEC	4.764 (121)	M8X6	165	
	250M IEC	4.764 (121)	M8X6	165	
	280S/M IEC	4.744 (120.50)	M8X6	165	
	315S/M/L IEC	5.906 (150)	M8X8	165	
	355 IEC	7.480 (190)	M8X8	165	
NEMA Frame	364TC-326TC	5.245 (133.223)	0.313-24UNF	165	
	404TC-405TC	6.625 (168.275)	0.313-24UNF	165	

	Motor frame size	Distance Collar (DC) in (mm)	Set screw size	Set screw size (in-lbs)	
	444TC-449TC	7.875 (200.025)	0.313-24UNF	165	
	509	6.395 (162.43)	0.313-24UNF	165	
	5011	6.395 (162.43)	0.313-24UNF	165	collar located to end of motor shaft
NEMA Frame	444TC-449TC (10x10x15/12x12 x17/14x14x14/1 4x14x18/18x18x 15)	7.625 (193.675)	5/16-24 UNF	165	collar located 0.25" (6.35 mm) to end of motor shaft

6.3.3 Assemble the coupler

1. Ensure the coupler halves are clean and burr free. Use sand paper to remove any burrs and sharp edges with the keyways, set screw collar groove and tapered washer groove. The collar, coupling plate and keys must slide within their grooves without interference.
2. If removed, install the collar ring on the motor shaft according to the instructions in [Motor collar ring setting](#) on page 23.
3. Upon disassembly, the impeller and pump shaft weight cause the rotor to move downward and rest at the bottom of the volute.
4. After the seal is pre-assembled onto the pump, assemble the washer with cap screw and lock washer on the end of the pump shaft.
5. Install the keys in the motor and pump shafts and turn the motor shaft until the keys line up.
6. Place the coupler half with the key ways on the motor collar ring and on both keys.
7. Place the other half of the coupler around the shaft.

Figure 10: Coupler



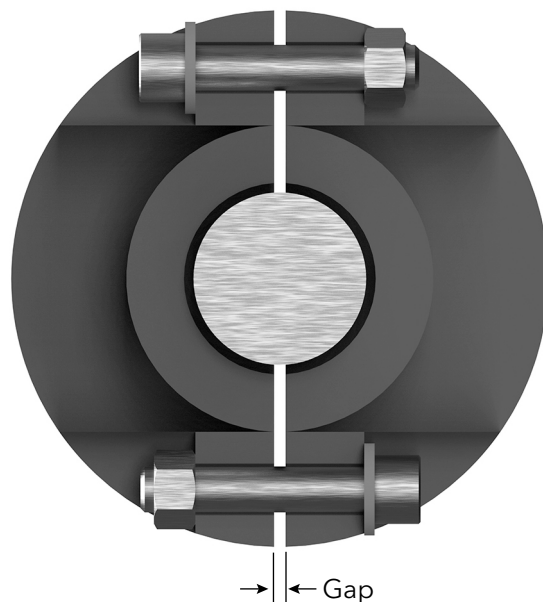
1. Collar ring
 2. Motor shaft
 3. Pump shaft with attached impeller (not shown)
 4. Coupling Plate Cap screw and lock washer
 5. Coupler half
8. Insert the coupler cap screws and place a lock washer and nut on each screw. The bolt heads at each level on opposite sides of the coupling should face in different directions for balance.
 9. Tighten all of the bolts evenly to avoid mis-alignment. Then rotate the shaft by hand and make sure the gap on both sides of the coupler is approximately equal. Make

sure the gap from the top to the bottom of the coupler is even. If the gap is not equal, loosen the bolts and repeat the tightening step.

10. Slowly rotate the shaft by hand and check to see if any rubs occur.




1. If no rubs occur, prime and start the pump run for two minutes and determine if the pump run smooth and vibration free.
2. If problems occur, check the installation and repeat as necessary.

Figure 11: Top view



6.3.4 Screw torque values

Capscrew torque in ft-lb (Nm)

Capscrew type	Head marking	Capscrew diameter (in inches)		
		5/16	1/2	5/8
SAE grade 2		13 (18)	60 (81)	120 (163)
Brass and stainless steel	or 	10 (14)	42 (57)	83 (113)
SAE grade 5		20 (27)	90 (122)	180 (244)

Capscrew Grade	Capscrew Diameter						
	M10	M12	M16	M20	M24	M30	M42
8.8	32-42 (44-68)	56-75 (76-102)	139-185 (189-252)	272-362 (369-492)	470-626 (638-850)	934-1245 (1267-1689)	2610-3482 (3540-4721)

6.3.5 Dealer servicing

If trouble occurs that cannot be rectified, contact your local sales and service representative and be prepared to provide this information:

1. Complete nameplate data of pump and motor
2. Suction and discharge pipe pressure gauge readings
3. Ampere draw of the motor
4. A sketch of the pump hook-up and piping

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7 Troubleshooting

7.1 Precautions

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**WARNING:**

Maintenance and service must be performed by skilled and qualified personnel only.

7.2 The pump unit is turned on but does not work

Cause	Remedy
Power supply cut off	Restore the power supply
The thermal overload protection of the motor has been triggered	Reset the thermal overload protection in the control panel or the one in the pump unit
The device that detects the absence of liquid or minimum pressure has been triggered	Top up the liquid or restore minimum pressure
Power supply cable is damaged	Replace the power supply cable
The condenser is faulty, if present	Replace the condenser
Control panel is faulty	Check and repair or replace the control panel
Motor (coil) faulty	Check and repair or replace the motor

7.3 The differential protection device (RCD) is activated

Cause	Remedy
Motor leaking	Check and repair or replace the motor
Unsuitable type of differential	Check the type of differential

7.4 The thermal overload protection of the motor is triggered when the pump unit starts

Cause	Remedy
It is calibrated at a value too low in relation to the rated current of the motor	Recalibrate
Missing power supply phase	Check the power supply and restore the phase
Loose and/or faulty connections of the thermal overload protection	Tighten or replace the clamps and terminals
Loose and/or incorrect and/or fault (star-delta) connections in the terminal board of the motor	Tighten or replace the clamps and terminals
Motor (coil) faulty	Check and repair or replace the motor
Pump unit mechanically seized up	Check and repair the pump unit
Power supply cable is damaged	Replace the power supply cable
Check valve faulty	Replace the check valve
Foot check valve faulty	Replace the foot check valve

7.5 The thermal overload protection of the motor is triggered occasionally, or after the pump unit has been running for a few minutes

Cause	Remedy
It is calibrated at a value too low in relation to the rated current of the motor	Recalibrate
Input voltage outside the rated limits	Make sure the voltage values are correct
Unbalanced input voltage	Make sure the voltage of the three phases is balanced
Incorrect working curve (flow rate greater than the maximum permitted flow rate)	Reduce the required flow rate
Liquid too dense, presence of solid or fibrous substances (pump unit overloaded)	<ul style="list-style-type: none"> • Reduce the density of the liquid and/or • Remove the solid substance and/or • Increase the size of the motor
Room temperature too high, exposure to sunlight	<ul style="list-style-type: none"> • Lower the temperature at the point of the thermal overload protection and/or • Protect against direct sunlight
Pump unit faulty	Send the pump unit to an authorized workshop for testing

7.6 The pump unit runs but delivers too little or no liquid

Cause	Remedy
Motor turns in the wrong direction	Check the direction of rotation and change it if necessary
Incorrect priming (there are air bubbles in the suction pipe or in the pump unit)	Repeat the priming procedure
Cavitation	Increase the NPSH available in the system
Check valve locked in closed or partially closed position	Replace the check valve
Foot check valve locked in closed or partially closed position	Replace the foot valve
Delivery pipe throttled	Remove the throttling
Piping and/or pump unit clogged	Remove the clogging

7.7 The pump unit turns the other way when turned off

Cause	Remedy
Check valve faulty	Replace the check valve
Foot check valve faulty	Replace the foot valve

7.8 The pump unit produces excessive noise and/or vibrations

Cause	Remedy
Cavitation	Increase the NPSH available in the system
Unsuitable anchoring to the ground	Check the anchoring to the ground
Resonance	Check the installation
Anti-vibration joints not installed	Install anti-vibration joints on the suction and discharge lines of the pump unit
Foreign bodies in the pump unit	Remove the foreign bodies

Cause	Remedy
Motor bearings worn or faulty	Replace the motor bearings
The pump unit does not turn freely due to a mechanical fault	Send the pump unit to an authorized workshop for testing
Motor turns in the wrong direction	Check the direction of rotation and change it if necessary

7.9 The pump starts up too frequently (automatic start/stop)

Cause	Remedy
Incorrect priming (there are air bubbles in the suction pipe or in the pump units)	Repeat the priming procedure
Check valve locked in closed or partially closed position	Replace the check valve
Foot check valve locked in closed or partially closed position	Replace the foot valve
Starter (pressure switch, sensor, etc.) set incorrectly, or faulty	Adjust or replace the starter
Expansion vessel <ul style="list-style-type: none"> • No pre-charge, or • Undersized, or • Not installed 	<ul style="list-style-type: none"> • Pre-charge the expansion vessel, or • Replace the expansion vessel with another suitable one, or • Install an expansion vessel
Pump unit oversized	Contact Xylem or the Authorized Distributor

7.10 The pump unit never stops (automatic start/stop)

Cause	Remedy
The required flow rate is greater than the one expected	Reduce the required flow rate
Delivery pipe leaking	Eliminate the leaks
Motor turns in the wrong direction	Check the direction of rotation and change it if necessary
Pipes, valves or filter clogged with impurities	Remove the impurities
Starter (pressure switch, sensor, etc.) set incorrectly, or faulty	Adjust or replace the starter
The pump unit runs but delivers too little or no liquid	See "The pump unit runs but delivers too little or no liquid"

7.11 The mechanical seal is leaking

Cause	Remedy
Worn mechanical seal	<ul style="list-style-type: none"> • Replace the mechanical seal, or • Fit a mechanical seal with harder contact surfaces
Mechanical seal damaged due to thermal shock (presence of air bubbles in pump unit)	Replace the mechanical seal
Defective mechanical seal	Replace the mechanical seal
Mechanical seal damaged due to temperature of the liquid outside the rated limits	Replace the mechanical seal with another of a suitable make
Mechanical seal damaged due to chemical incompatibility with the liquid	Replace the mechanical seal with one of a make chemically compatible with the pumped liquid

7.12 The motor becomes excessively hot

Cause	Remedy
Room temperature outside the rated limits	Lower the room temperature
Cooling fan of the motor clogged or damaged	Clean or replace the cooling fan
The pump unit starts up too frequently	See Part 7.8
The frequency converter, if present, has not been calibrated properly	See the frequency converter manual

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7.13 The frequency converter (if present) is in error mode or turned off

Cause	Remedy
See the frequency converter manual	See the frequency converter manual

8 Product warranty

8 Commercial warranty

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Warranty. For goods sold to commercial buyers, Seller warrants the goods sold to Buyer hereunder (with the exception of membranes, seals, gaskets, elastomer materials, coatings and other "wear parts" or consumables all of which are not warranted except as otherwise provided in the quotation or sales form) will be (i) be built in accordance with the specifications referred to in the quotation or sales form, if such specifications are expressly made a part of this Agreement, and (ii) free from defects in material and workmanship for a period of one (1) year from the date of installation or eighteen (18) months from the date of shipment (which date of shipment shall not be greater than thirty (30) days after receipt of notice that the goods are ready to ship), whichever shall occur first, unless a longer period is specified in the product documentation (the "Warranty").

Except as otherwise required by law, Seller shall, at its option and at no cost to Buyer, either repair or replace any product which fails to conform with the Warranty provided Buyer gives written notice to Seller of any defects in material or workmanship within ten (10) days of the date when any defects or non-conformance are first manifest. Under either repair or replacement option, Seller shall not be obligated to remove or pay for the removal of the defective product or install or pay for the installation of the replaced or repaired product and Buyer shall be responsible for all other costs, including, but not limited to, service costs, shipping fees and expenses. Seller shall have sole discretion as to the method or means of repair or replacement. Buyer's failure to comply with Seller's repair or replacement directions shall terminate Seller's obligations under this Warranty and render the Warranty void. Any parts repaired or replaced under the Warranty are warranted only for the balance of the warranty period on the parts that were repaired or replaced. Seller shall have no warranty obligations to Buyer with respect to any product or parts of a product that have been: (a) repaired by third parties other than Seller or without Seller's written approval; (b) subject to misuse, misapplication, neglect, alteration, accident, or physical damage; (c) used in a manner contrary to Seller's instructions for installation, operation and maintenance; (d) damaged from ordinary wear and tear, corrosion, or chemical attack; (e) damaged due to abnormal conditions, vibration, failure to properly prime, or operation without flow; (f) damaged due to a defective power supply or improper electrical protection; or (g) damaged resulting from the use of accessory equipment not sold or approved by Seller. In any case of products not manufactured by Seller, there is no warranty from Seller; however, Seller will extend to Buyer any warranty received from Seller's supplier of such products.

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Warranty. For goods sold for personal, family or household purposes, Seller warrants the goods purchased hereunder (with the exception of membranes, seals, gaskets, elastomer materials, coatings and other "wear parts" or consumables all of which are not warranted except as otherwise provided in the quotation or sales form) will be free from defects in material and workmanship for a period of one (1) year from the date of installation or eighteen (18) months from the product date code, whichever shall occur

first, unless a longer period is provided by law or is specified in the product documentation (the "Warranty").

Except as otherwise required by law, Seller shall, at its option and at no cost to Buyer, either repair or replace any product which fails to conform with the Warranty provided Buyer gives written notice to Seller of any defects in material or workmanship within ten (10) days of the date when any defects or non-conformance are first manifest. Under either repair or replacement option, Seller shall not be obligated to remove or pay for the removal of the defective product or install or pay for the installation of the replaced or repaired product and Buyer shall be responsible for all other costs, including, but not limited to, service costs, shipping fees and expenses. Seller shall have sole discretion as to the method or means of repair or replacement. Buyer's failure to comply with Seller's repair or replacement directions shall terminate Seller's obligations under this Warranty and render this Warranty void. Any parts repaired or replaced under the Warranty are warranted only for the balance of the warranty period on the parts that were repaired or replaced. The Warranty is conditioned on Buyer giving written notice to Seller of any defects in material or workmanship of warranted goods within ten (10) days of the date when any defects are first manifest.

Seller shall have no warranty obligations to Buyer with respect to any product or parts of a product that have been: (a) repaired by third parties other than Seller or without Seller's written approval; (b) subject to misuse, misapplication, neglect, alteration, accident, or physical damage; (c) used in a manner contrary to Seller's instructions for installation, operation and maintenance; (d) damaged from ordinary wear and tear, corrosion, or chemical attack; (e) damaged due to abnormal conditions, vibration, failure to properly prime, or operation without flow; (f) damaged due to a defective power supply or improper electrical protection; or (g) damaged resulting from the use of accessory equipment not sold or approved by Seller. In any case of products not manufactured by Seller, there is no warranty from Seller; however, Seller will extend to Buyer any warranty received from Seller's supplier of such products.

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To make a warranty claim, check first with the dealer from whom you purchased the product or visit www.xylem.com for the name and location of the nearest dealer providing warranty service.

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