

# Why you should always use Wedeco genuine parts and service

Guarantee compliance and operational efficiency

## History

The TAK UV system, originally installed in 2000, was effectively operated and maintained by the original owners, leveraging Xylem Service Technicians. This ensured the system consistently delivered high disinfection performance, meeting regulatory standards while optimizing operating costs (OPEX).

The system's operational ownership later transitioned to a third-party service provider, under whom maintenance standards declined. During this period, critical components—such as lamps, ballasts, wiper cylinders, and lamp cables—were replaced with non-genuine, substandard parts. The replacement lamp cables were also out-of-specification, further deviating from the original design.

The third-party's maintenance strategy was predominantly reactive. Non-genuine parts were used where possible until they failed, driven by a mindset of minimizing costs with limited attention to compliance or long-term system health. General maintenance engineers, rather than specialized technicians, were tasked with upkeep, further compromising service quality after minimizing costs on a short term basis.

## Challenge

The shift to reactive maintenance, coupled with poor service practices and the use of non-genuine components, caused the system's performance and reliability to rapidly degrade. Over time, the UV system was forced to run both banks continuously (24/7/365), regardless of flow and water quality, to compensate for persistent faults. This not only led to regulatory non-compliance but also caused significant increases in power consumption, inflating overall OPEX.

## Solution

The ownership of the system changed, and upon recognizing the deteriorated condition of the UV system, the new owners sought a



### Site Location

Australia

### System

TAK

### System Year of Manufacture

2000

### Project results

Utilizing genuine parts following a replacement has led to immediate reduction in operational costs, ensuring system reliability and achieving disinfection compliance

reliable partner to restore its performance. Xylem was chosen to conduct a thorough health check and condition audit, identifying all critical issues. Following this, Xylem proposed to repair and overhaul to bring the system back to its original commissioned condition to bring the system back to its original commissioned condition.

The refurbishment included the replacement of all non-genuine parts with OEM Wedeco components, installed by Xylem's certified Wedeco Service Technicians. The work included:

- Replacement of all non-genuine lamps with original Wedeco lamps
- Replacement of all lamp cables
- Replacement of all wiper rings and holders
- Sensor brush replacement
- Replacement of all wiper non-standard Cylinders with Wedeco high efficiency OptiWipe
- Replacement of Quartz sleeves where non-standard ones had been fitted
- Re-programming and recalibration of control system and instrumentation to Wedeco Standards

### Outcome

Completion of the works via fully qualified Xylem Service Technicians resulted in the system being returned to as close as commissioned condition. As a result this offered an immediate reduction in operational cost whilst ensuring system reliability at all times to ensure that disinfection compliance targets are achieved.



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