



# TotalCare Maintenance Contracts

PREVENTATIVE MAINTENANCE AGREEMENTS FOR PUMPS AND MIXERS

**xylem**  
Let's Solve Water



# Preventative Maintenance Agreements

Ensure maximum equipment uptime at the lowest overall cost

**In the face of limited resources and cost-cutting requirements, many pump users are looking for smart ways to avoid expensive repairs and emergency callouts. With a preventative maintenance agreement (PMA) from Xylem, you can ensure maximum equipment uptime for the lowest overall cost. Think of it as a kind of insurance.**



## What is a PMA?

A preventative maintenance agreement is a cost-effective service contract 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 and provide the opportunity to take action to resolve the issues before they lead to a breakdown.



Tailoring a maintenance agreement to your specific requirements is a good way to save money.

## Why Xylem?

No one understands pumps and mixers 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 specialized support, he or she has fast and easy access to Xylem's global network of experts.

## Key benefits

- 1-4 scheduled inspection/maintenance visits per year performed by our experts
- Equipment status report provided after each inspection
- Priority service on all repairs (both planned and emergency) by authorized service technicians
- Unscheduled service callout availability with 24-hour response guarantee for emergencies
- Use of genuine parts in all repairs
- 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.

## The bottom line

With a PMA from Xylem, you no longer have to worry about the condition and performance of your pumps and mixers. 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.

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**Are your pumps/mixers still under warranty?**

In order for your warranty to remain valid, maintenance must be done according to the technical specifications 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.



## Which level of service suits your needs?

Start by determining which PMA level best matches your needs. We can then tailor your PMA to meet your specific requirements.

	Level 1	Level 2	Level 3
Length of agreement	2-5 years (automatically renewed annually thereafter if not actively canceled)	2-5 years (automatically renewed annually thereafter if not actively canceled)	3-5 years (automatically renewed annually thereafter if not actively canceled)
Scheduled visits per year included in PMA cost	1-4 inspection visits	1-4 inspection/general maintenance visits	1-4 inspection/general maintenance visits
Consumables used during scheduled visits	Included	Included	Included
General maintenance work on equipment under contract during inspection visit(s)	Not included. If there is a need to replace, repair or adjust anything during an inspection visit, that work will be invoiced separately.	Cleaning, oil top-up (or oil change, as required), and basic adjustments to equipment and/or alarm tests are included. All other work will be invoiced.	All maintenance work is covered by the contract
Travel costs	Included for those visits that are specified in the agreement	Included for those visits that are specified in the agreement	Travel costs are included for all visits that are specified in the agreement plus any emergency visits caused by the failure of equipment covered by the agreement
Free access to service hotline (telephone support)	Monday to Friday during regular office hours	Monday to Friday during regular office hours	24/7 support
Repair of equipment under contract	Priority service. 10% discount on labor hours.	Priority service. Labor costs are included but parts are not included.	Top priority service. Both labor and Flygt parts are included. Parts for non-Flygt equipment will cost extra.
Upgrades of equipment under contract	5% discount on Flygt pump/mixer upgrades	25% discount on Flygt pump/mixer upgrades	50% discount on Flygt pump/mixer upgrades
Emergency calls	24-hour response - within 24 hours of the call we can send a service technician to the affected site. All labor hours and parts will be invoiced.	Priority service. Labor costs for work done during normal workshop hours are included. Work done outside of normal workshop hours will be invoiced separately.	Top priority service tailored to meet the customer's specific requirements. In cases of equipment failure, both labor and Flygt parts are included. Parts for non-Flygt equipment will cost extra.
Parts	10% discount on Flygt parts	20% discount on Flygt parts	All parts for Flygt pumps under contract are included (wear parts, broken parts and regulators). Parts for non-Flygt equipment will cost extra.
Warranty on repairs	1-2 years	1-2 years	1-2 years
Environmental fees for all inspections, maintenance and repairs	Included	Included	Included
Equipment/site inspection required before signing of agreement	No	Yes (for contracts longer than two years)	Yes













**Do you need to know more about your equipment status before you make your decision?**

Consider starting with a one-off inspection of the pumps and mixers at your site(s). We will provide you with a report of our findings and recommendations that will help you decide what your next step should be in terms of maintenance and repair.

**Is energy consumption a major concern at your facilities?**

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



 Design & Consultancy	 Installation & Commissioning	 Maintenance Contracts	 Repair & Maintenance	 Monitoring & Supervision	 Inspection & Auditing
 Plant Operation & Maintenance	 Parts & Logistics	 Rental & Onsite Services	 Asset Refurbishments	 Training & Technical Support	 Financial Solutions

**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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