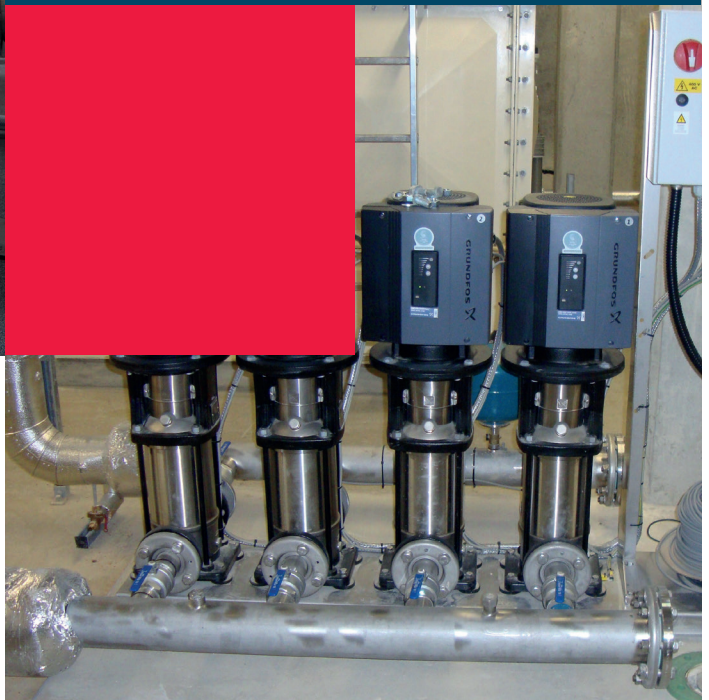




PROSERV MAINTENANCE PACKAGES

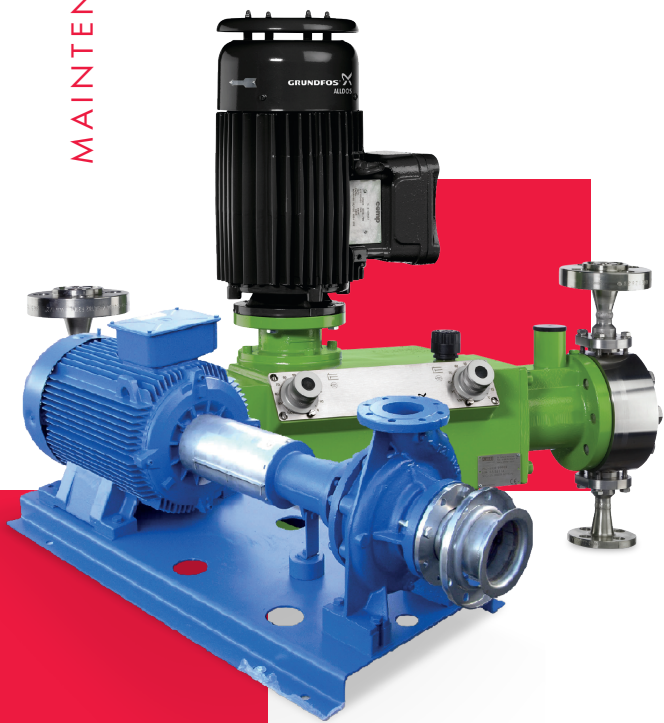




MAINTENANCE



MAINTENANCE



DURA PUMP'S PROSERV MAINTENANCE PACKAGES

Keeping your pump system maintained is important. Regular servicing can help prevent issues and stop problems from developing.

Our team of pump specialists make sure the system is running at optimal efficiency by carrying out a full check and assessment. After every visit, you will receive a service report to highlight the results and key performance information about your system.

The key benefits of our packages:



Saves you money



Reduces energy consumption



Covers your complete system



Extends the life of your system



Track everything with Connect app

PUMPS AND PUMP SYSTEMS WE SERVICE



Pump Stations

Pump stations are critical to keeping services moving and your system operating. Failure can be costly and messy. We suggest that pump stations are serviced regularly to ensure everything is working as it should be.



Booster Sets

Booster sets are critical to ensuring reliable and consistent pressure and failure can result in loss of water supply and prevent building/process needs from being met. We recommend that booster sets are serviced regularly based on your site requirements.



Pressurisation Sets

Pressurisation set failure can result in a drastic loss of pressure in your heating or chiller system. This can cause your boilers or chillers to lockout. We recommend that your pressurisation sets are serviced annually or more regularly depending on your site usage.



Pressure Vessels

Pressure vessels make sure your system remains in optimum condition for as long as possible while protecting your heating system from over-pressure. It also stops pumps on the booster set from over-running and excessive starts. Failure can cause costly repairs. Therefore, we recommend vessels are serviced regularly to prevent large costs and issues.



Interceptors

Interceptors are usually hidden on sites but it's critical to maintain them to ensure you are compliant and not discharging pollutants into the watercourse. Interceptor failure can be costly and lead to heavy fines from the Environment Agency. We recommend interceptors are serviced regularly to avoid any negative impact.



Munchers or Macerators

Munchers and macerators are key to preventing blockages. Failure of these pump systems can result in system back-up and potential issues beyond the macerators in the pump station. We recommend that macerators are serviced regularly in relation to the demands of the site.



Sewage Treatment Plants

Sewage treatment plants are a critical asset on sites and failure to maintain them sufficiently can lead to costly tankering, bad odours and negative environmental impact. We recommend that sewage treatment plants are serviced regularly depending on site usage.



Pool Pumps

Pool pumps are critical to maintaining the correct filtration of your pool, ensuring it remains clean and safe to use. We recommend that pool pumps are serviced annually or more regularly depending on your site's usage, to prevent failure and remain compliant.



Circulator Pumps

Circulator pumps are critical for heating and cooling your building while guaranteeing a reliable hot water supply. We recommend your circulator pumps (heating or chilling) are serviced annually or regularly dependent on your site's usage, to identify potential failures before they become an issue and you suffer the loss of hot water, heating or cooling.



Industrial & Process Pumps

Process pumps are a critical asset for any industrial operation. Failure can cause loss of output, costly downtime and product waste. We recommend every system and pump is assessed individually to ascertain all service checks and wearing parts receive sufficient attention as each part will vary dependent on usage, the product quality and its importance to production.



4 PACKAGES TO CHOOSE FROM

Our maintenance packages are designed to suit your needs. We know that every business, site and company is different so our team will do their best to develop a solution built around your systems. Call 01604 648 800 or visit our website for more information about our maintenance packages.

	PROSERV BRONZE	PROSERV SILVER	PROSERV GOLD	PROSERV PLATINUM
Preventative Maintenance We will recommend what's needed and how often, depending on your site(s) and equipment.	✓	✓	✓	✓
Full Service Dura Pump will visit your site and carry out a full service on all pump system(s).	Once a year	Once a year	Twice a year	Bespoke
Health Check/Electrical Service On-site visual check of all pumps, including heating and chillers. We then report findings and make recommendations.		Once a year	Twice a year	Bespoke
Online Portal Asset Management Dura Pump Connect Portal: a comprehensive online portal storing service reports, certificates, asset history location, details and more.	✓	✓	✓	✓
Technical Support Telephone support from our expert team helps you to solve issues as quickly as possible.	✓	✓	✓	✓
Discounted Call-Out Rates The cost of call-outs can have a real impact on your budget. Dura Pump Proserv makes call-out charges more manageable.	✓	✓	✓	✓
Discounted Labour Rates Don't be overcharged for work on your pump systems. Proserv helps reduce your costs with the same high level of service.	✓	✓	✓	✓
Energy Savings We assess all of your pump systems annually and highlight where you could save energy.	✓	✓	✓	✓
Tank Cleaning We offer a cleaning service for whatever tank you have, whether it be foul, stormwater or a freshwater break tank.	Available as optional extra*	Available as optional extra*	Available as optional extra*	Available as optional extra*
Break Tank and Legionella Test We offer a Legionella testing service which is simple yet effective and checks whether there is Legionella present in your system.	Available as optional extra*	Available as optional extra*	Available as optional extra*	Available as optional extra*
Remote Monitoring (SMS etc.) This allows us to monitor your system remotely, so we can prevent potential issues and respond accordingly.	Available as optional extra*	Available as optional extra*	Available as optional extra*	Available as optional extra*

*Optional extras can be selected at the purchase stage



WHAT PACKAGE DO I NEED FOR MY SYSTEM?

Pump systems are a critical asset on many sites and failure can be costly. We recommend pump systems are serviced regularly, depending on your site's usage. Call 01604 648 800 or visit our website for more information about our maintenance packages.

BRONZE	SILVER	GOLD	PLATINUM
Standard Usage Minimum once a year	Medium Usage Minimum one full service and one health check per year	High Usage Minimum two full services and two health checks per year	Bespoke We will build a package to suit your requirements



REMOTE MONITORING AND BENEFITS

The Dura Pump alert system enables you to monitor your system remotely and receive messages via text or email as a result of an alarm, fault or warning on the system. This provides early warning to prevent failure, breakdown or flooding.

The system installed is a telemetry unit that is programmed to send a text or email upon receiving a trigger such as loss of power, pump tripped, high level or a regular "all ok". These can be programmed to suit your site and the system's needs.

The key benefit of this system is that it provides early notice and allows you to react to the issue before there is a complete failure or possible flooding, making it well suited for monitoring remote or multiple sites. It takes away the need for regular checks from the maintenance or engineering team, ensuring peace of mind.

The annual cost to run a system like this depends on the number of contacts programmed to the system and how many messages it has to send. The system requires a SIM card to operate and the mobile signal strength must be checked at the location where the unit is to be mounted. If the system is to be located in a remote location, up-rated aerials can be installed.





BREAK TANK AND LEGIONELLA TEST

Legionella testing is a simple method of testing your tank to see if there is any disease present. It is better to prevent an issue from happening than to try and fix an issue once it has happened. Legionella is a deadly disease that can infiltrate water systems and spread rapidly.

The steps to our Legionella testing service are:

- ① We order the testing bottle
- ② An engineer comes to site to take a sample of the water
- ③ The water sample is sent to a lab
- ④ The cultures from the sample grow
- ⑤ The cultures are tested for Legionella bacteria
- ⑥ Dura Pump receive the results of the Legionella test
- ⑦ We inform you about the lab results

TANK CLEANING

Break tank and drinking water tank cleaning

We offer a cleaning service for your break tanks and drinking water tanks to ensure they are kept functional and suitable to supply the public with clean water at all times.

A tank cleanout involves our engineers attending the site, draining down the system that is in place and then giving it a thorough clean to ensure the tank is suitable to store fresh water for residents to use. Our engineers would then refill the tank so that it can be used again.

Foul and stormwater tank cleaning

We can provide a tank cleanout service for foul and stormwater tanks to ensure your sewage can get pumped away without any hindrances. A foul or stormwater tank cleanout would involve our engineers attending site accompanied with a tanker to remove any debris and fat build up from the tank.

The cleanout would also include a jet wash-down of the tank, ensuring that there is no waste left in the tank and that there will be nothing stopping the pumps from running consistently. If you don't have your tank cleaned regularly you may run the risk of a build up of fat or debris in your tank which will cause the pumps to block and fail.



TRACK EVERYTHING WITH OUR CONNECT APP

Dura Pump Connect has been specifically designed to be your one go-to place where you can manage everything on your account. Track everything quickly and easily, from invoices and quotes to your repair and service history, even while you are on the move. Email mail@durapump.co.uk or visit our website to request an app login or online demonstration.

- ✓ List all your assets in one place
- ✓ Keep up with your service and repair
- ✓ Stress-free invoice management
- ✓ Instantly access your job report history
- ✓ Review and approve pending quotes
- ✓ Access everything without a hitch!

CONTACT DURA PUMP

Dura Pump has a dedicated team of pump specialists whose key aim is to ensure we provide you with specialist fluid control that guarantees increased productivity and profitability through reliable and efficient solutions. Our values are paramount to us and we will provide you with a friendly and knowledgeable service that can be trusted.

If you experience pump system failure, or if you require another service, get in touch with our team to find out how we can help you.

Call 01604 648 800

Email mail@durapump.co.uk

Visit www.durapump.co.uk





DURAPUMP
PERFORMANCE UNDER PRESSURE

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