



Flygt Concertor™

PREMIUM PLUS SERVICE AGREEMENT INCLUDING
CLOG-FREE GUARANTEE

Promises, promises. You've heard them before. But in the world of wastewater pumping, words are meaningless unless backed with action. That's why the Concertor Premium Plus Service Agreement includes total peace of mind with a market leading Clog-Free Guarantee for the duration of the contract on the Flygt Concertor™ wastewater pumping systems with integrated intelligence. Not only are you getting sustained high efficiency and energy savings but with a greater longevity of product due to ground breaking design but also reduced operational costs.



Flygt Concertor™ is a unique combination of integrated software functionality and state-of-the-art hardware that work together in harmony, to give you the lower total cost of ownership.

Xylem is the only integrated wastewater service provider operating nationally in the UK, with some 220 trained and experienced field operatives, specialising in submersible pumping station maintenance. In the face of limited resources and cost-cutting requirements, many pump users and treatment system operators are looking for smart ways to avoid expensive repairs and emergency callouts.

With a service contract from Xylem, you can ensure maximum equipment uptime for the lowest overall cost.

This gives you total peace of mind.

What’s included in this clog-free guarantee?

Xylem guarantees that Flygt Concertor™, the world’s first pumping system with integrated intelligence, will be free from clogging for the period of the contract when handling normal sewage containing solids normally found in domestic wastewater.

What happens if a clog occurs?

Should the Concertor system clog due to typical solids or debris normally found in domestic wastewater during this period, our service team, will remove the clogging at no additional costs upon presenting the guarantee agreement.

How can we promise zero clogging?

It’s not every day that a global pump manufacturer goes out with a guarantee covering 150 markets worldwide. So what is it that makes us so confident to stand behind this claim? It starts with our invention of the world’s first submersible pump and includes the knowledge gained from decades of continuously improving wastewater pumping.

Heritage of efficient pumping

Following this major breakthrough with submersible pumps, Flygt engineers invented the self-cleaning N technology, Adaptive N impeller and now the world’s first wastewater pumping system with integrated intelligence. Flygt Concertor takes clog-free pumping to an entirely new level. It combines a fully integrated control system with IE4 equivalent motor efficiency, our patented Adaptive N™ hard iron impeller technology and intelligent functionalities. To deliver the optimal level of performance at the lowest total cost of ownership, this built-in intelligence makes it easier to set up and operate, and allows for a significantly smaller footprint.

Five million rags

Now to the source of the problem: the stringy rags, cloths, bags, diapers and other debris in modern wastewater. Some years ago, to set a common standard for comparing how our pumps worked in tough conditions, our engineers designed The Continuous Clogging Test. This intensive test involves plastic bags, woven textile cloths and high-friction dish rags. Every ten seconds a new obstacle passes through the pump. Over the past ten years, we’ve consumed some five million dish rags, making us one of the largest customers in the world!

Planned Maintenance Agreement

	Included	Optional Extras
Length of agreement 1-5 years	●	
1 Visit per year	●	
Option to have 2-12 visits per year		●
Comprehensive 24 point check during visit	●	
24/7 & 365 Day telephone Support	●	
SLA attendance within 24 hours	●	
New product warranty 18 months of which ‘on site’ warranty is included during the service contract period	●	
New product ‘on site’ warranty of 24 months when the service contract covers this period	○	
Clog-free guarantee	●	
Quote (SLA 3 Working Days)	●	
Mandate level for small parts	●	
Multi-site discount	●	
Genuine OEM parts used	●	
Remote cloud based smart monitoring		●
Tankering		●
Agreed Pump Hire rates		●
** Please note Consumables not included		●

Heathrow achieves 87.5% cost reduction

Flygt Concertor™ is already proving its worth at Heathrow Airport in London. Previously, the busy airport had been experiencing clogging every month due to stringy solids from toilet waste getting caught on the impeller blades. Not only has Concertor solved this problem, but achieved a remarkable improvement in the wet-well environment as well.

Cost savings are significant at approximately 87.5% of the annual costs in cleaning and servicing. The Energy Minimizer function, together with the patented Adaptive N hydraulics and the IE4 efficiency motor, automatically ensure that all the pumps run at their most efficient duty point - precisely the integration of “intelligent” functionalities and state-of-the-art technology that makes Concertor a wastewater pumping system in a class of its own.



**E: ukservice@xyleminc.com
T: 0800 009 3611**

www.xylem.com/uk
© 2020 Xylem, Inc.