

# Parts & logistics

FAST, EASY ACCESS FOR MORE UPTIME



Parts and service always available



Losing productivity at your water and wastewater facility is unthinkable. That's why it is important to be able to act quickly when service is required and provide prompt resolution. Fast access to engineering expertise, spare equipment and parts are essential to keep your operation up and running.

## What it is

Parts and logistics services from Xylem TotalCare help you anticipate and prepare for future demand. Whether for scheduled service or for emergency call outs, the spare equipment and parts you need are always readily available for use when you need them. Choose your service level with storage on your premises or at a central location. You can also take advantage of pickup and delivery services as well as installation services, if required.

## How it works

Our engineering experts work with you to determine what you've got in stock as well as the parts and service exchange units you may need in the future. This gives you prompt delivery of stock parts and equipment. If required, you can also take advantage of our expertise to assemble and install it. In other words, we help manage your spare equipment and parts supply chain from end to end.

## Why it makes sense

With Xylem TotalCare Parts & logistics, you get more uptime and more time to focus on your core business. Enjoy greater peace of mind, knowing that your stock levels keep pace with your service requirements and that service exchange units are always available for emergency situations.

## Why Xylem TotalCare

When you work with Xylem TotalCare services, you get secure, optimal operations that come only with broad engineering expertise in water and wastewater.

- Guarantees availability of critical spare parts
- Ensures fast turnaround with service exchange units
- Reduces downtime
- Reduces costs
- Improves delivery time

## Case study 1

**CHALLENGE:** To ensure efficient UV disinfection of the Wedeco K Series UV disinfection system for urban drinking water supply.

**SOLUTION:** Xylem TotalCare parts and logistics services ensures high availability of all Wedeco spare parts, including Wedeco Spekthrotherm® UV lamp which is essential for maintaining proper operation of the system.

## Case study 2

**CHALLENGE:** Ensuring high availability of WEDECO Ecoray® UV lamps and other spare parts for two UK water utilities

**SOLUTION:** Individual five-year-long framework agreements that provide these customers with a local stock of the WEDECO spare parts that are essential for the operation of their UV disinfection systems.

## Price

Depending on the amount of equipment and parts as well as the selected service level, you pay a monthly or annual fee.



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