



SERVICE BULLETIN

The pumping business by its very nature demands a service function. As a result, we have learned some procedures that can be helpful in obtaining solutions to service problems.

The most important item to be considered when approaching a reported problem is "What is the basic cause of the problem?" Too frequently, we attempt to cure the symptoms of the problems and ignore the cause.

Pumping problems can generally be categorized into one or more of the following areas:

1. Capacity and/or head higher or lower than design.
2. Motor horsepower load is exceeded.
3. Mechanical failures.

The following flow charts illustrate a suggested path of investigation. Each step on the chart presents two alternate courses. The alternate course that is proven correct leads to the next problem identification step and the next series of alternatives toward a final solution.

Example:

Chart #1 - Capacity Lower than Design

The first step is to determine whether the actual pumping head is higher than design.

Follow the chart step by step until a solution is reached.

Chart #3 - Motor Overload

If the path of investigation leads you to the pump capacity as the cause you may refer to Charts #1 and #2 for a solution.

This method of problem identification and solution is not complex and should become standard procedure in your approach. Remember, the problem must be identified and the real cause determined before the solution can be obtained.

We believe this will be a tool worthy of your consideration.

FILE - CATALOG SECTION R1J-1

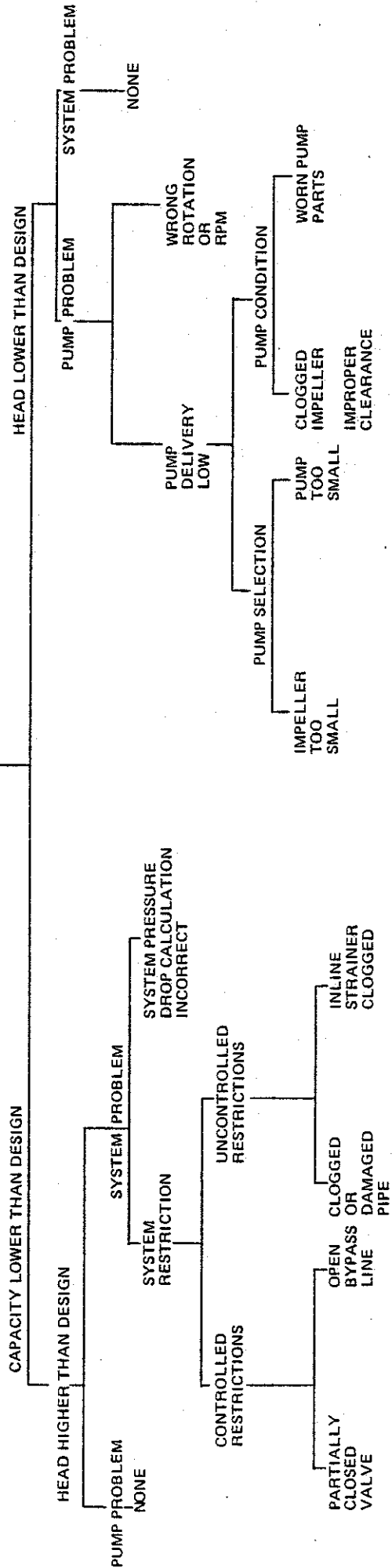
POSITIVE

ACTION

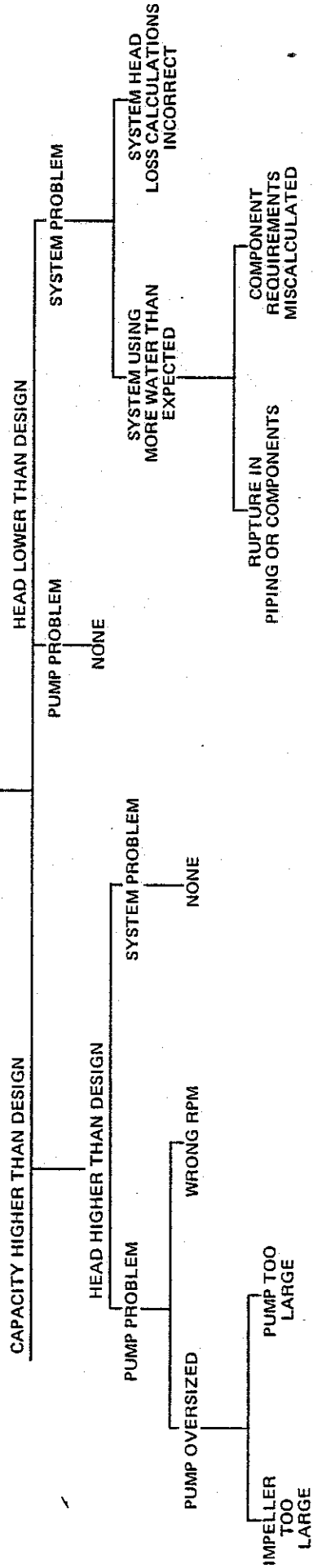
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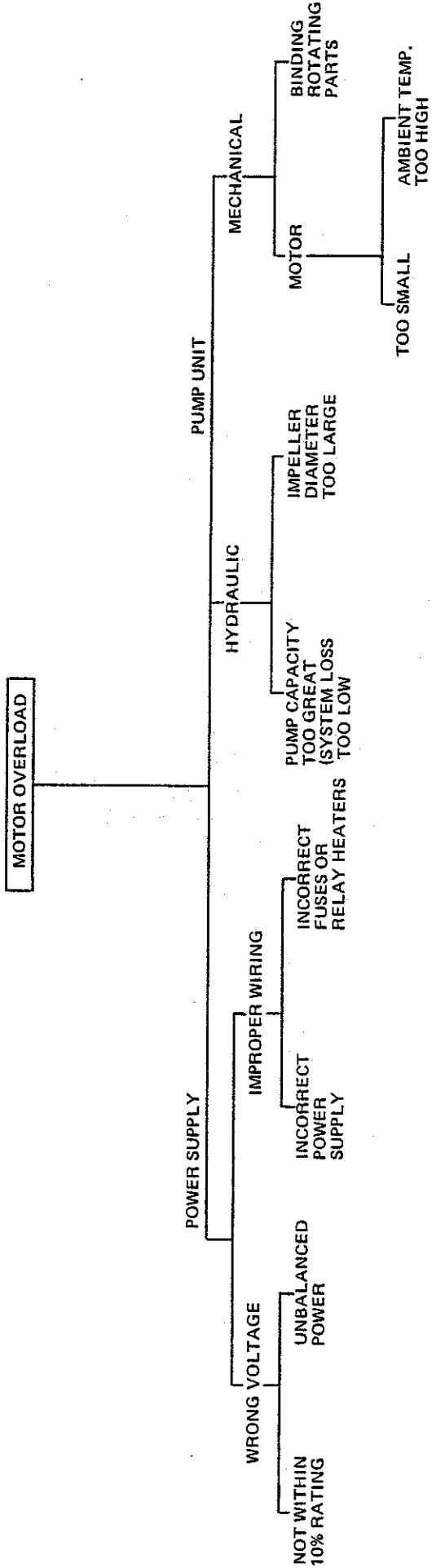
ORDERS

DESIGN CAPACITY



DESIGN CAPACITY





MECHANICAL

