



ITT

Newsletter

ITT Water & Wastewater Canada Aftermarket and Services
Spring 2009

Welcome to the ITT W&WW Canada Aftermarket & Services Newsletter

This Newsletter contains useful information and News about the various services offered by ITT W&WW Canada. Also, in this Newsletter you will learn about our new Flygt Service Partner Program and its benefit to you, the After Sales business integration for Wedeco, Sanitaire and Leopold products. And finally how to obtain continuously updated information required for the maintenance and service of Flygt products such as Care & maintenance manuals, Part list manuals and Technical specifications. All these to provide you with No worries when it comes to ITT W&WW Canada

Should you have comments or suggestions for topics you would like addressed in the future, please contact:



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Introducing the brand new Flygt Service Partner program

ITT W&WW has become the world's leading manufacturer of submersible pumps and mixers by delivering reliable, cost efficient flows and efficient use of energy. Three vital elements behind this global recognition are long life, long time between service and without unpleasant surprises in between.

To reap the long-term benefits of premium quality pumps, you also need premium quality spare parts and services for maintenance and repairs. Beyond these fundamental requirements, you probably have specific needs and circumstances to consider. That's why we are providing several alternative levels of service.

And that's why we are now taking our technical services one step further.



Flygt Service – our own service organization – provides professional services to customers, large and small, in the whole country.

To provide fast and reliable maintenance and repairs of our pumps in all kinds of industries absolutely everywhere in Canada, we also cooperate with a large number of approved local service providers. Now, to make this external resource even more useful to you, we have developed a

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Griploc™

Engineered for life

more distinctly structured service network with competence and service commitments to match your needs. We have established a nationwide network of approved local service providers so you always get the right competence for the job at hand.

If your current service provider is not yet part of our network, we would be pleased to contact them to ensure the best possible service. Just let us know.

All users of Flygt products should have a service provider that is part of Flygt's service network.



Should you become a Genuine Parts Users, you will have easy access to correct and updated technical information about your Flygt products at all times.



Should your service provider be an Advanced Service Partner, most of their staff is also trained and certified by ITT Water & Wastewater, and will usually have more regular interaction with our specialists for technical advice and support.



Our Premier Service Partners essentially have the same service capabilities as Flygt service centers.

To be sure, simply look out for these high-quality distinctions: Flygt Genuine Parts User, Flygt Advanced Service Partner and Flygt Premier Service Partner.

The choice is yours!

Visit our web site at <http://www.ittwww.ca>

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Aftersales integration

Since January 1st 2008, Flygt, Leopold, Sanitaire and Wedeco companies have regrouped all under the same corporate brand name: ITT Water & Wastewater. This merger provides our end users and customers the flexibility to get the best products for their water and wastewater applications from a single source. The after sales services will also be provided by this new organisation. This new structure will definitely ease the searching process for the appropriate spare parts and resources required to maintain all the products from



ITT Water & Wastewater Canada updated documentation...when you need it

We recently updated our website to provide people servicing Flygt products with useful documentation. Not only do you have access to valuable information, but it is continuously kept up to date.

You may have always wondered if your own personal information was reflecting the last product changes. Not anymore. With just a click of a mouse, you access the Flygt central information database and there you will find the information that always reflects the latest Flygt product changes or development.

The available documents related to service and maintenance of Flygt products consists of:

Technical specification					
Sales code	Language	Hz	Old/new	Hits/page	
3201	English	50/60	New	20	
Search					
Parts list					
Sales code	Language	Hz	Old/new	Hits/page	
3201	English	50/60	New	20	
Search					
Care & maintenance manual					
Sales code	Language	Hz	Old/new	Hits/page	
3201	English	50/60	New	20	
Search					
Pages: < 1 > (1)			4 matches were found.		
Category	Product	Document	Size	Published	
Care & Maintenance	3201.091	▶892616/15	1190Kb	04/01/2008	
Care & Maintenance	3201.180	▶892616/15	1190Kb	04/01/2008	
Care & Maintenance	3201.280	▶892616/15	1190Kb	04/01/2008	
Care & Maintenance	3201.290	▶892616/15	1190Kb	04/01/2008	

Much more information is on our website in the form of stand alone lists, charts, and pamphlets.

All you need, when you need it!

Griploc™

The new generation of small mechanical seals

To combat the increasing threat of competition from pirate seal manufacturer and refurbishing companies, ITT W&WW is now introducing a new range of "Griploc" mechanical seal for shaft diameter 20-35 mm, completely replacing the entire range of single seals in these sizes.

The Griploc range includes many new design improvements giving additional benefits to our customers. For example, the patented grip lock that offers the most positive method of securing to the shaft without reliance on friction, grub screws and a greatly reduced risk of shaft damage.

In addition:

- The very robust and wear-resistant design offers higher reliability and consistent performance.
- This uniform design offers the same mounting procedure for all sizes.
- There is a mounting tool included in each seal package ensuring correct mounting and offers quick and smooth service.
- The range includes fewer variants reducing inventory.

Sales and delivery as spare parts is planned to start cycle 4 (May 11) for the 20 mm versions, and cycle 7 (Oct. 9) for the 22-35 mm versions. Basic Repair Kits will also include the Griploc seals according to this schedule.



Products supplied from our factory will include the Griploc seals as from cycle 6 (Sept. 1, 20 mm versions) and cycle 8 (Nov. 11, 22 35 mm versions).

For additional information about the Griploc seals, make sure to visit our WEB site at www.ittwww.ca or contact your nearest ITT Water & Wastewater Sales Location.