

Stocking up on the right solutions: KSB spare parts service



Fast, reliable and professional for over 140 years

KSB stands for innovative solutions. Whether our customers need to transport fluids and solids or order spare parts, they can put their trust in ground-breaking technology, comprehensive consulting and an extensive range of service offerings. And when it comes to the latter, we have plenty in stock.

KSB's range of tailored spare parts services plays a major role in the service portfolio. If our customers need a spare part that is no longer manufactured or want to optimise an existing pump, we are always on hand to ensure that their equipment works reliably and economically. With the most extensive service and sales coverage in Europe, we offer more added value than any other manufacturer; not only for KSB pumps and valves, but also for other rotating equipment. And every day we strive to become even better: for your benefit.

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Once a KSB pump, always a KSB pump: KSB original spare parts

There's one thing you can rely on one hundred percent: a KSB original spare part offers the same consistently high quality standards as the originally supplied pump. Our technology is always cutting edge.

We channel current market experience and the latest research findings into developing our original spare parts. For example, our in-house laboratory is continually developing and refining special materials used for pumps and valves.

There are no compromises when it comes to the quality of our parts. To ensure the highest of standards, we always produce our spare parts in line with state-of-the-art technology. All spare parts undergo systematic materials testing as well as a series of dimensional and visual inspections. We are happy to back this up with test certificates at the customer's request.

KSB original spare parts are optimally matched to pump requirements. We will gladly assist you with any alterations or modifications you may require – for example selecting a better material for the application.

Your benefits at a glance:

- Cutting-edge technology
- Warranty granted by KSB, also for consequential damage to the pump
- Longer service life thanks to manufacturer quality
- Long-term availability lasting for decades





Our ideas – your success:

KSB services

With over 3,000 employees in over 160 service centres worldwide we are committed to serving our customers and their systems. We offer professional services for pumps, valves and other rotating equipment from any manufacturer – from repairs and routine maintenance through to optimisation or replacement. We are there for you around the globe and around the clock, ensuring your success.

Your benefits at a glance:

- Extensive services for products from KSB or third parties
- Global network
- Professional consultancy
- One contact for service and spare parts

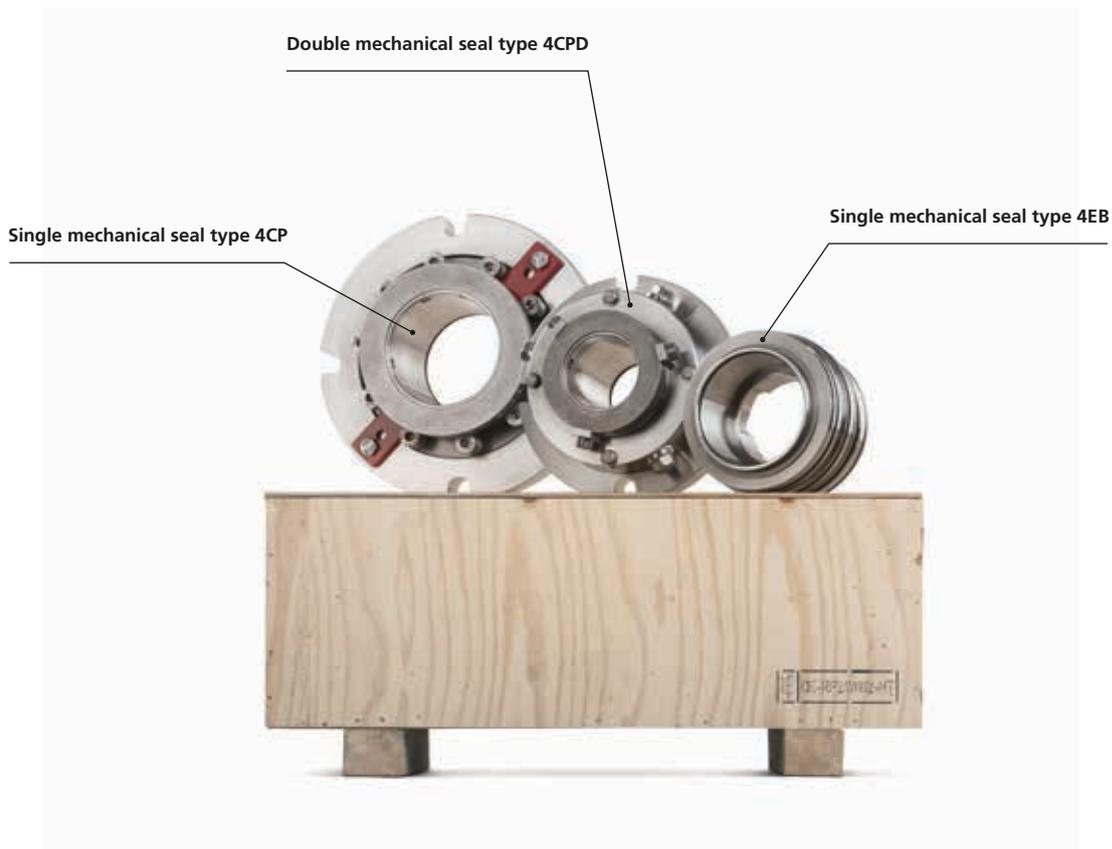
Tried and tested quality: KSB mechanical seals

The mechanical seal is the most wear-intensive component in a pump and therefore has a major influence on its service life. To ensure our pumps serve you for as long as possible, we offer our own range of mechanical seals for various KSB pump type series. Our seals feature a number of technical advantages over conventional alternatives. As well as impressing with a robust design, they offer service-friendly installation and optimal integration in the seal chamber.

You can count on our manufacturing expertise and thorough knowledge of seal chamber conditions.

Your benefits at a glance:

- Reduced maintenance costs
- Longer service life
- Faster expert installation



For perfect planning: KSB framework agreements

KSB customers profit all round from our modular service concept for pumps, valves, motors and other rotating equipment thanks to a reduction in costs for maintenance and a corresponding decrease in life cycle costs.

When drawing up framework agreements, we work together with you. The result is a service and spare parts package tailored to your specific requirements – from individual maintenance modules to an all-in service package. We can define procurement processes, scale prices and inventory schemes according to your needs to ensure optimum availability and reduced costs.

Your benefits at a glance:

- Special conditions and fixed prices
- More reliability in planning and supply
- Optimised system availability
- Simplified quotation and order handling processes



One answer for all scenarios: **KSB spare parts logistics**

Sometimes even a small part can cause major problems, particularly if it is defective and brings the entire system to a standstill. Such downtimes can have enormous financial consequences. That's why KSB helps by taking immediate action – quickly and without any red tape. The KSB spare parts logistics service offers various options for urgent situations, whatever the type series and part type.

Always ready for dispatch: spare parts from stock

In addition to our central spare parts warehouse for the Eta type series, standard parts and unmachined parts from many other type series are kept in stock. Standard parts are generally dispatched on the same day the purchase order is received, while unmachined parts are machined as quickly as possible in accordance with your specific requirements. We promise a reliable supply and reduced warehousing costs.

A KSB tip: Always ensure you have an emergency stock of critical spare parts. Recommendations for spare parts stocks can be found in your KSB operating manuals.

Customised production: the Express Line for cast and turned parts

Although KSB maintains an extremely wide inventory, it is impossible to keep every spare part on stock in our warehouse. In urgent situations we can produce and supply turned and cast parts as an express service with a surcharge. This service is ideal for meeting demands that arise at short notice or in the case of unforeseeable breakdowns. Examples would be broken shafts, defective impellers or depleted spare part stocks.

Ready to go around the clock: the 24/7 emergency service

Not every surprise is a happy one. For example, when a defective part unexpectedly brings a pump – or even an entire system – to a standstill. In such cases the KSB service team are on hand to help. In emergencies spare parts in stock are dispatched outside of normal working hours: 24 hours a day, 7 days a week, 365 days a year.

As much as needed, as little as possible: warehouse management



Although warehousing incurs costs, it also saves you money in the long run. Keeping a supply of spare and wear parts in stock ties up capital, but it means that the parts are there when you need them. A sensible balance is the key.

To avoid excess stocks and shortfalls in spare parts, many type series have interchangeability lists compiled by KSB for customers' installed pumps. KSB assesses which parts can be interchangeably used across a range of different type series and sizes. This enables stocks and purchase order quantities to be optimised.

Your benefits at a glance:

- Reduced warehouse costs thanks to optimised stocks and purchase order quantities
- Improved availability achieved by storing the ideal number of required parts
- Avoid capital being unnecessarily tied up by excessive stock-piling

E-business at KSB: the right part is just a click away

With a company history stretching back over 140 years, KSB is a pioneer in the pump segment. This drive to explore new opportunities is also reflected in other areas. We were the first provider in the industry to distribute our spare parts online.

Our online Customer Portal conveniently provides you with everything you need to know about our comprehensive range of spare parts for pumps and valves. Simply order the parts you need, even outside of office hours. You'll find original parts lists and spare parts for exactly your pump. Customer-specific system connectivity with automated electronic ordering processes is also possible.

Your benefits at a glance:

- Quick overview of prices and delivery times around the clock
- All account activities at a glance (orders, quotations etc.) – including order status with tracked delivery
- Cost savings thanks to optimised ordering process
- 1.2 million serial number-specific spare parts lists available
- Access to original drawings, operating manuals and technical data sheets





See the system as a whole, focus on your success: **KSB consultancy**

Whether you need a spare part for a pump or have a defective valve, there's one thing you can never replace: the experience and expertise of a pioneering manufacturer and full-liner like KSB.

KSB offers much more than just the supply of spare parts. We always look at your system as a whole and advise you comprehensively in order to find the most economical solution. We weigh up various options – from repairs to renewing individual parts or even replacing the entire machine.

You can always rely on a careful analysis from our experts. They will identify the causes of excessive wear and tear on parts and provide clear recommendations on how to make your system more efficient and reliable. One aspect alone takes top priority at KSB: your success.

Your benefits at a glance:

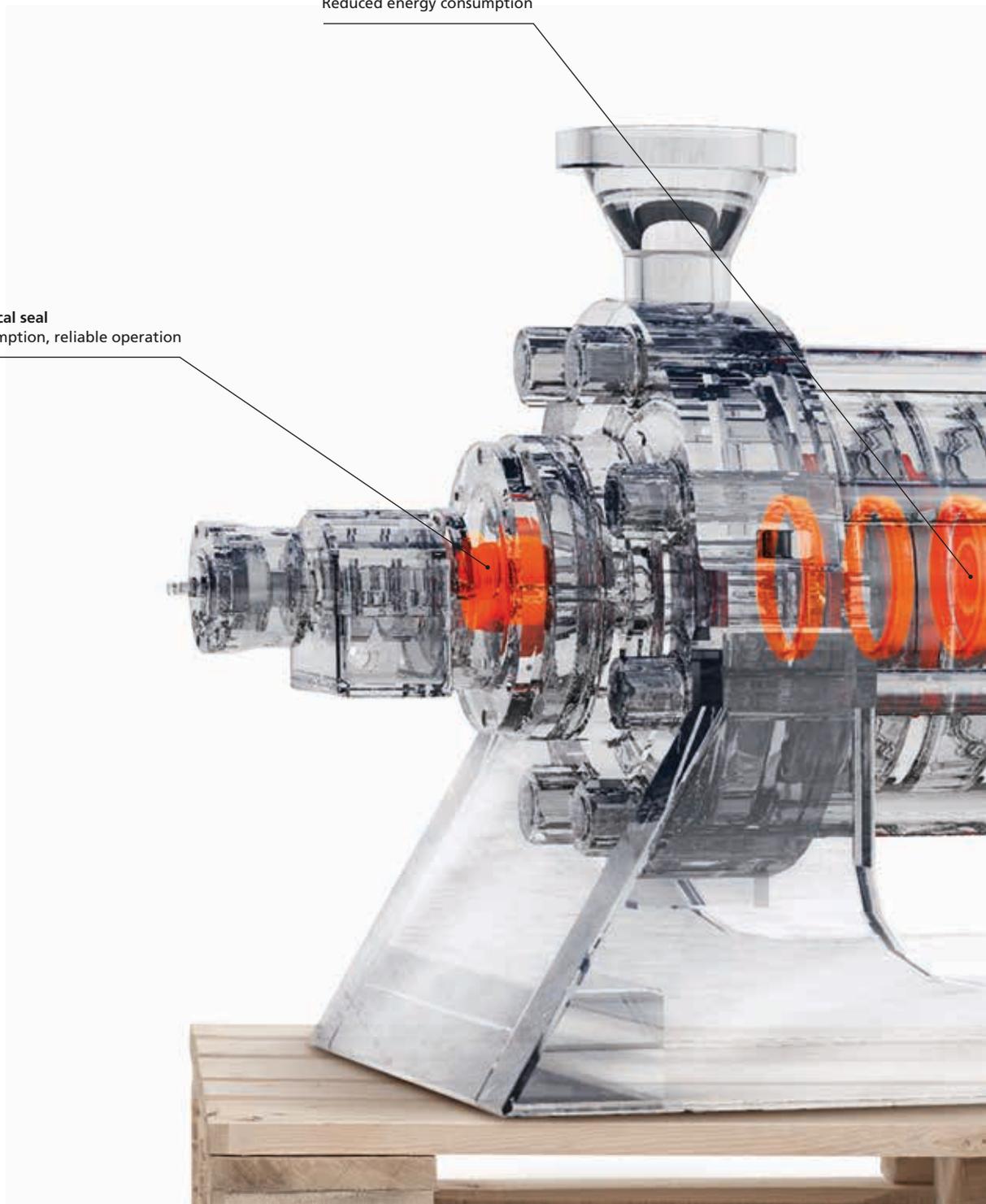
- Pumps, valves and expert service from a single source
- Consultancy service covering optimisation, warehousing and reducing maintenance costs
- Damage and energy efficiency analyses
- Materials expertise thanks to in-house research

Good can still become better: retrofits

Changed circumstances often require a new approach. The same goes for pumps. But increasing energy efficiency, complying with new legal requirements, extending service life or adapting technology to new operating data does not always necessitate a new pump.

Retrofitting a mechanical seal
Reduced energy consumption, reliable operation

Fitting a blind stage
Reduced energy consumption

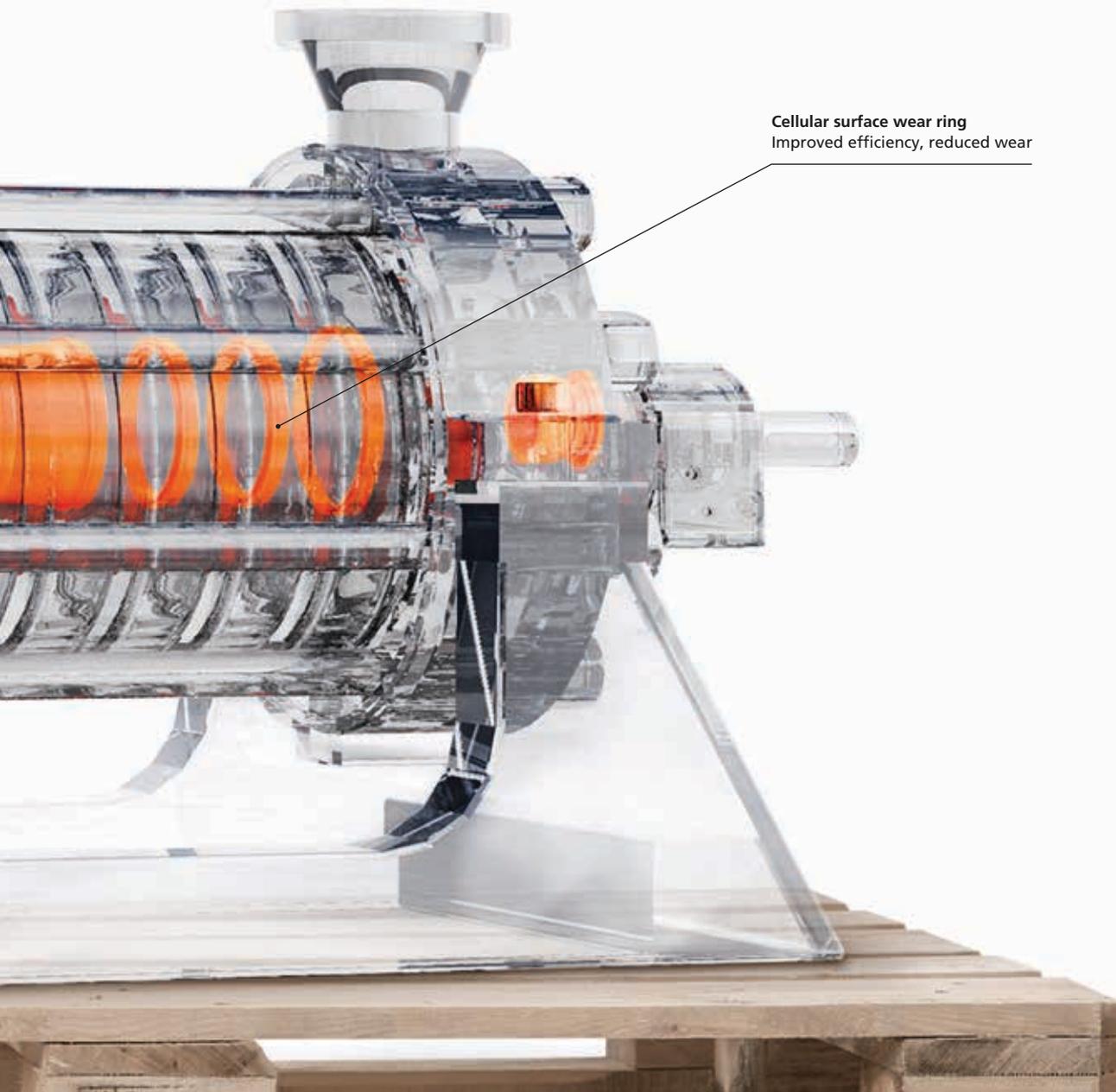


With retrofits KSB makes sure that pumps are once again fit for the job. We optimise existing pumps and valves through hydraulic, mechanical or material-related upgrades – whatever the manufacturer or make. Retrofitting offers a low-cost route to achieving state-of-the-art technology for a wide number of applications.

By conducting a system analysis, it is possible to compare the conditions before and after the retrofit: the ideal way to prove its effectiveness. In addition to retrofit solutions for pumps, KSB also offers overhauls for valves.

Your benefits at a glance:

- Reduced energy and maintenance costs
- Longer service life
- Increased availability
- Compliance with legal requirements
- Avoidance of high investments in new equipment through system modifications as necessary



Our knowledge, your success: customer training

Decades of production and research have left their mark at KSB: experience, know-how, expertise. We want to pass this on to our customers with professional training.

We offer you and your employees an extensive training programme on the functioning, selection, operation and servicing of pumps and valves. This also covers specific topics such as vibration analyses, mechanical seals, materials technology and, upon request, seminars tailored to your specific requirements.

Your benefits at a glance:

- Acquire sound knowledge first hand
- Add a valuable element to your employees' know-how
- High practical relevance
- In-house training also available

Make use of our range of training for professional and safe handling of pumps and valves as well as their main components.



Past bestsellers: KSB's discontinued programme

Pumps and valves from KSB are known around the world for their long service life. It therefore comes as no surprise that there is still a high demand for our older, discontinued products too.

With KSB you have complete reliability of supply for many existing pumps. More than 100 type series spanning over 60 years – hardly any manufacturer can match this.

In selected cases it is even possible to purchase pumps manufactured as replacement. Parts from even older type series can still be reproduced in individual cases. This means you can continue to reliably operate your pump – without replacing or modifying the system, e.g. foundation or piping.

Your benefits at a glance:

- Reliable procurement even decades later
- Technical support for discontinued programme
- Availability for all system parts is safeguarded





Reverse engineering: just like the original

With reverse engineering KSB provides quick help for parts produced by other companies. Manufacturers sometimes disappear from the market and parts can be difficult or impossible to procure or are simply unavailable in the required quality. In such cases KSB simply produces a replacement based on your old parts – ready to install and in KSB’s customary quality.

In addition to components for pumps and valves, upon request we also produce components for other rotating equipment, for example fans or blowers. Special products such as housings for gears or rollers for conveyor belts have also been produced by us. From milled components to turned and cast parts, many items can be economically reproduced.

Your benefits at a glance:

- Support with problems and special cases related to sourcing of spare parts
- Availability of parts that are no longer produced
- Short delivery times
- Longer service life thanks to improved design and higher-quality materials

It's all covered: spare parts kits

Everything is there when you need it: for many pump type series KSB offers complete spare parts kits. They include the main wear parts such as sets of sealing elements that are replaced with every repair job. The kits are often suitable for different pump sizes and there is no need to spend time finding the necessary individual parts.

Your benefits at a glance:

- Less time required, easy to order
- Avoid order errors with related small parts, nothing is forgotten
- More economical than ordering parts individually
- All parts in KSB's renowned quality





Technology that **makes its mark**

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