

Customer Support Agreements



Customer Support Agreements

Some Companies Offer Service...

We Specialize in Service

A Customer Support Agreement offers service, maintenance and analysis for your Nash liquid ring vacuum pumps, compressors and steam jet ejectors. It supplies maximum cost control and minimum downtime.

A Customer Support Agreement between you and Nash will help lower your Total Cost of Ownership and increase your Mean Time Between Failures. Our agreements are tailored to fit your unique business needs and can range from preferred technician scheduling for inspections to sophisticated analysis of your system in order to optimize performance and efficiency. No matter which option you choose, or how your program is structured, you can be assured that Nash will provide you with careful planning and ongoing attention that will help you succeed.

The Nash ISO 9001:2008 and ISO 14001 certified service centers are fully equipped to handle rebuilding and overhauling of pumps, compressors, ejectors and engineered systems. All service centers use quality OEM parts to ensure that the equipment operates at original design standards. In the field, we have an experienced team of Field Service Technicians and Field Service Engineers, located across the US and Canada, ready to solve problems at your site.

All members of our service team work with current Nash drawings and specifications. We know how your equipment should behave and we do everything possible to optimize performance and eliminate downtime.

With over 30 years in the field without a safety incident, you can count on the Nash team to prevent or solve any problems that might arise.



Stay in Your Comfort Zone

Nash Field Service Technicians can supplement your in-house maintenance operations. We start with an inventory audit. Then, we recommend the best plan to fit your needs.

Why cut a purchase order every time there is an issue? We can make your life easier and your process more reliable.

What Our Flexible Plans Offer

Operational & System Audits

We go to your site while the pumps are operating and:

- record temperature readings of key areas
- evaluate results for early indications of problems
- examine conditions of ancillary equipment that are vital to maintaining pump reliability
- inspect the foundation
- inspect seal water systems for optimum performance
- provide a detailed report outlining the data for each pump, with recommendations for operators and maintenance staff

Internal Analysis - Fiberscope Inspection

Performed at the customer's facility, this process lets the technician view the internals of a pump and determine if there is any damage or loss of efficiency due to wear. Following the inspection, you will receive a written report with pictures of the internals, descriptions of what was found, estimates of efficiency and recommendations for prioritizing the repair of your equipment so that your maintenance staff can plan and schedule efficiently.

Asset Management

At your site, we will:

- evaluate your inventory
- recommend safety stock levels
- create cross facility rationalization
- identify upgrade opportunities
- identify obsolete inventory
- establish a planned repair schedule



Rotor blades - worn and new - as viewed by a fiberscope

Stay in Your Comfort Zone



Performance Test

These tests are done at either your facility or a Nash Service Center. For Nash pumps, compressors or steam jet ejectors that cannot be inspected by fiberoptics, the performance test provides other information on the equipment's condition. We will measure capacity, make sure they are performing correctly and advise you on when the equipment will next need service.

In Depth System Evaluation by a Service Engineer

Some pumps cannot be inspected by fiberoptics due to the way the pumps are configured and/or because there may be hazardous residue inside the pump. In these cases, we will send a Field Service Engineer who has an engineering degree and advanced training and who will provide a higher level of understanding about how the whole system works.

Nash understands that your systems are critical to your operation and, if operated incorrectly, can cause expensive system damage. Our engineer will visit during the year to do a thorough analysis of your system. In addition to the audits described above, the engineer will evaluate the system as a whole - including the controls and their logic - to ensure that they are working correctly.

Emergency Visit

In the event of an emergency, one day of on-site field service is included in the maintenance agreement. This saves you time, as it provides you with our insurance certifications ahead of time so there will be no delay in service. In addition, no additional purchase order will be needed for the visit.

Dedicated Customer Inventory

Nash is prepared to keep agreed-upon pump models fully built and ready to ship to you if you choose this maintenance agreement option.

Technical Support Number

There is a special 24/7 hotline telephone number for customers with maintenance agreements, so you can reach a live person in the event of an emergency.

Preferred Field Service Technician Scheduling

Customers with maintenance agreements who need a field service technician for an unscheduled visit get preferential treatment when it comes to scheduling.

Thermal Imaging Analysis

Thermal imaging analysis allows Nash to check for temperature variations of your pump, compressor or steam jet ejector as it is operating in order to pinpoint problems. Providing a baseline analysis, you will receive a written report which will include pictures of the troublesome areas.

Liquid Ring University

Nash will lead an in-house maintenance seminar on the specific equipment installed at your site for both operations and maintenance personnel. This helps your team operate and maintain equipment correctly and ensures that your process runs at optimal levels.

Priority Shipments

If a stock pump or part needs to be shipped after our usual cut off times, there is usually a special handling fee. **This fee will be waived for customers with Maintenance Agreements.** In addition, if we have multiple orders for an item but limited stock, first priority goes to maintenance agreement customers.



North America Service Centers

Birmingham, Alabama

Gardner Denver Nash LLC
1851 Floyd Bradford Road
Birmingham, AL 35173
205-951-2721

Cleveland, Ohio

Gardner Denver Nash LLC
2580 First Drive
Westlake, OH 44145-1491
440-871-9505

Houston, Texas

Gardner Denver Nash LLC
2414 Black Gold Court
Houston, TX 77073-3325
281-821-9514

St. Peters, Missouri

Gardner Denver Nash LLC
6 Cermak Blvd
St. Peters, MO 63376-1055
636-278-3502

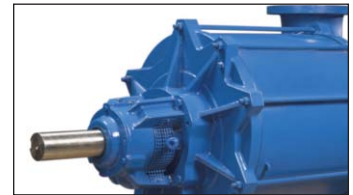
Vancouver, Washington

Gardner Denver Nash LLC
2801 S E Columbia Way
Vancouver, WA 98661-8019
360-694-9557

800-770-NASH (6274)



Nash is a member of these contractor groups.



NASH

Div. of Gardner Denver

phone: 1 800 553 NASH

+1 724 239 1500

fax: +1 724 239 1502

nash@gardnerdenver.com

nashaftersmarket.com

GDNash.com

