

EBARA Pump Parts Service

Pumps and axially equipment in plant shall be maintained periodically or based on its condition. EBARA counsels to customer about the spare parts which will be required for the maintenance to meet the customer plan.

i.e., customer may need technical information for the first maintenance, such as structure of pump, function of the parts, parts to be replaced/repared.

EBARA will provides explainer/technical advisor to customer's site or office.

It is also required for spare parts that speedy delivery, high quality and reasonable price. EBARA parts service will satisfy the customer demands.

Our accumulated diagnostic/preventive engineering expertise and know-how are fully made use of in this service, earning us the title of a reliable provider of services for reducing customer's stock and optimizing maintenance.



1. Parts Service Line-up for EBARA Pump & Equipment

EBARA has following line-up of this service, so customer can order the service based on his demands. All the service is given 9 months guarantee, because EBARA parts are manufactured under strict quality control.

1) Spare parts supply

Customer orders the spare parts for partial or complete overhaul. The parts are selected from sectional drawings, spare parts list and/or spare parts interchangeability list (SPIR). (SPIR ; If customer request to EBARA, EBARA will submit soon with free of charge.) For overhaul, EBARA recommends "EBARA field service" to prevent human error.

2) Parts kit supply

This service is set up for replacement of bearings and mechanical seal/gland packings. The kit includes "bearings", "Packings/Gasket", "O-rings", "Bolt and Nut" and "adjust rings" ("Mechanical seals or gland packings are not included").

3) Emergency parts supply

EBARA will supply spare parts for customer emergency requirement. When customer needs this service, please inform your situation to your local EBARA office.

2. OEM Parts Service for other brands Pump & Equipment

In case, customer is dissatisfied with other brand's parts service, please consider about the EBARA OEM parts service. EBARA can supply high quality spare parts quicly using EBARA global network. The parts quality is endorsed by our pump manufacturing techniques and quality control system. Additionally, we provide consulting service for customer trouble and supply modified parts as the solution.

1) Spare parts for other brands pump and its auxiliary equipment

We can supply spare parts for other brand's parts with short lead time and high quality as mentioned above.

2) Retrofit service (especially hydraulic parts)

We will provide consultation service for any pump from any OEM, we have superior technology to improve the hydraulic parts. i.e., prevention of cavitation, improvement of corrosion resistance or energy saving.

3. Parts information service for EBARA Pump

EBARA produce this service to support purchasing, transportation, identification and stock management of customer.

1) Parts identification service

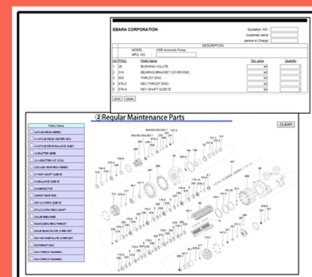
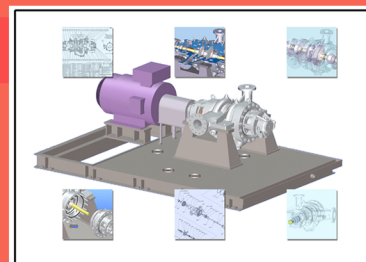
Customer have been stocked many parts for long time without proper management. When customer preparing overhaul, it is difficult to distinguish the correct parts from dead stock. We will carry out a stock survey to suggest the optimal number of spare required in-stock.

2) To submit Parts selection & ordering system

We provide our original software to support for selecting correct parts and to prepare the quotation.

3) Supply of spare parts interchange ability list (SPIR)

We provide the SPIR for customer's site or group. The list is effective to optimize customer stock.



4. Rotor stock management service

We recommend this service especially for multistage pump rotor. The rotor shall be stored in correct position to prevent shaft bending and charged with nitrogen to prevent rust. If customer inform us to ship the rotor to the site, we will check the rotor immediately and perform dynamic balancing test. Customer will receive the balanced rotor in its best condition.



5. Parts repair and retrofit service

1) EBARA OEM parts will be repaired with EBARA original technology.

Especially, repair-cost and lead time for main parts, i.e., impellers or casings, is more reasonable and shorter than the cost and lead time for purchasing new parts. For other brands pump parts, this service is also available as EBARA OEM parts service.

2) EBARA retrofit service contribute to improve "Mean Time Between Failure"

For hydraulic parts, detail are shown in EBARA Re-generation Service Leaflet. For other parts such as bearing, seal, coupling, etc. are shown in EBARA Retrofit Service Leaflet.



Contact & Communicate

1) Contact

EBARA Pump Parts Service is organized by EBARA Japan and Local Service Offices. EBARA Corporation/ Fluid Machinery & Systems Company/ Custom Pump Div. www.ebara.co.jp

2) Communicate

Users can communicate by E-mail, Telephone, Fax, and Directly In-person with our Service Staff.

Please feel free to tell us your specific needs via our "Kind and Speedy" Service.





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contact