

improper **equipment type** masquerading as a faulty pump.

A letter received from Kevin Delaney of the Tuthill Pump Group:

I want to acknowledge a success led by the efforts of Wayne Woodcock, a Key Account Manager at PP&S of Virginia. Wayne used the installation list I provided to contact paper mills with installed HD pumps in his territory. Wayne identified a problem at a plant in Hopewell, VA where the customer had completely lost performance on a new Tuthill HD pump after only two months of service. A competitive distributor had sold the pump to the customer, and until Wayne got involved, we did not learn of a problem at this mill.

Wayne took me into a meeting with the area superintendent and area engineer. They were ready to throw Tuthill out of the plant. While on site, we did some quick field checks with the PP&S field technicians to confirm that the pump was likely the problem.

We took the failed pump back to the factory for inspection. The wetted parts lost .020" or more of material in two months, severely opening up the clearances in a very short time period. We sent the parts out for metallurgical analysis, and with some advanced electron microscope work, it was determined that very high sulfides caused corrosion that explained the material loss. We were able to confirm that the mill made recent process changes upstream that caused the high sulfide level. To resolve the immediate problem and assure pump longevity, we recommended a stainless model 70A HD pump to replace the ductile iron pump previously installed.

PP&S' vigilance in staying in touch with the factory and customer during the investigation and resolution process helped up keep a customer that we would have otherwise have lost. That's what I call a solutions provider! Thank you Wayne Woodcock and PP&S.

You can rely on PP&S to specify the best equipment type to support your process. Consult with our applications experts when planning to make a change to your application to be sure your current equipment is suitable and provides continuous operation.



ROI



time



success