



**FERRIER**  
Pumps Limited  
EDINBURGH • GLASGOW • ABERDEEN



**GOLD STAR**  
**Maintenance**  
**Service**

**Scotland's Leading Pump Specialists**



Our Service Engineers are fully trained in the use of gas detection equipment, confined space working and all relevant health and safety legislation, we are also NICEIC registered and operate to ISO9001:2000 quality control procedures.

### Types of Service

Ferrier Pumps offer three basic packages which are then tailored to each customer's exact requirements. Following a site survey Ferrier Pumps will then recommend a package most suited to your needs and any residual repair work or upgrades required will be carried out before the commencement of the service contract.



#### Two star maintenance agreement

will consist of one major and one minor site visit per year.



#### Three star maintenance agreement

will consist of one major and two minor site visits per year.



#### Four star maintenance agreement

will consist of two major and two minor site visits per year.



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**Scotland's  
Leading  
Pump  
Specialists**



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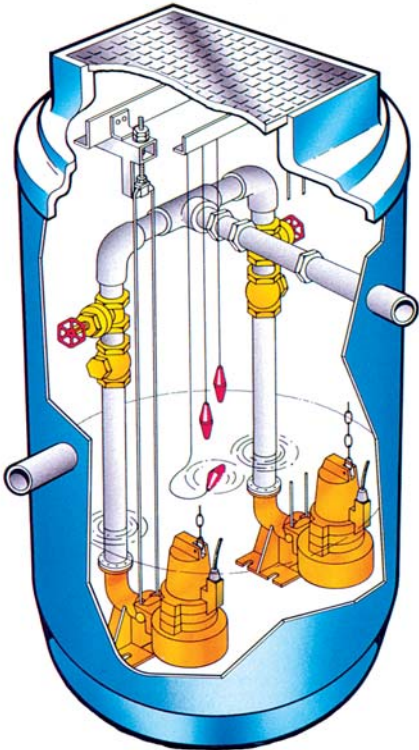




Ferrier Pumps build and service clean and wastewater Pump Stations throughout Scotland forming an essential part of the infrastructure of their clients' businesses and quality of life.

Like any other mechanical or electrical item of plant it is essential to ensure that pump systems are maintained to the highest standards, allowing them to provide trouble free, cost effective performance year on year.

To enable our clients to enjoy the reliable performance they have come to expect from Ferrier products, we have developed our **GOLD STAR PUMP MAINTENANCE PROGRAMME** which provides all year maintenance and emergency backup 365 days a year, 24/7.



Each GOLD STAR PROGRAMME is individually tailored to suit the clients unique circumstances and to provide the most cost effective coverage appropriate to the nature of the pumping operation and the consequences of a breakdown. The degree of coverage is fully detailed in the two, three or four star packages on offer.



Ferrier Pumps are unique as they are the only company of its kind to operate from three depots with fully equipped workshops located at Glasgow, Edinburgh and Aberdeen. Each depot has an emergency engineer on standby 24/7 ready to respond to the emergency mobile number allocated to each contract. Where our customised telemetry systems are fitted to a pump system our engineers can receive text messages directly from the pump station itself, including a diagnosis of the nature of any failure.





Before a contract commences a survey will be made of the pump station and any upgrades or modifications to meet current legislation will be carried out. The details of the equipment in use will be logged and stored on our data base. The contract will then commence with quarterly or six month inspections being conducted in accordance with the relevant programme agreed with the client.

In the event that a failure of the system has been caused by outside factors such as a blocked incoming sewer, a choked rising main or a sewer collapse, Ferrier Pumps have aligned themselves with a network of specialist contractors who can provide drain cleaning, vacuum tankers, waste disposal, CCTV sewer inspection, and excavation and repair services should this be required, all at preferential rates.

The GOLD STAR PROGRAMME is designed to provide you with peace of mind at an affordable cost, eliminating expensive and inconvenient breakdowns that affect your business and quality of life.

