

# FIELD INSTALLATION



## OVERVIEW

Pivotal Pumps' experienced field service team can assist your plant with the removal and installation of mission critical pumps of any make and model. Our expert field service technicians are capable of providing technical oversight services of plant mechanics as well as turnkey services where Pivotal supplies all of the tooling and labor required to perform the job.

## PROCESS

### 1. Kickoff Meeting

Pivotal begins every field service project with a kick-off meeting. Pivotal management works directly with the customer to discuss the scope and schedule of the removal/installation and how best to satisfy the unique challenges of each project.

### 2. Mobilization

Pivotal field service technicians are available to deploy to the job site at any time on short notice. Depending upon the service level chosen, we are capable of supplying all tooling required to complete the job with them.

### 3. Installation or Removal Services

With many years of combined pump installation experience, from all OEM's, having a Pivotal technician onsite during an installation not only ensures that the job is done right, but also increases the efficiency of the install, thus reducing downtime.

### 4. Start-Up Support

Our expert team of technicians have experience that can assist with proper startup procedures as well as helping to diagnose and solve any issues that may arise during the critical first moments of pump operation

Documentation • Billing • Warranty • Continued Support