

SERVICE SOLUTIONS



ELIMINATE DOWNTIME WITH OUR ON-SITE GXs PREVENTATIVE SERVICE

edwardsvacuum.com/en/service-solutions



Service your pumps and get your production up and running again on the **same day** with our new on-site **preventive service** using the GXs Field Exchange Service modules.

SERVICE SOLUTIONS FOR VACUUM

Reduce service downtime and lower your equipment's total cost of ownership with our new **preventive service** solution. It is specifically designed to be completed on-site, minimizing downtime and reducing your total service cost by avoiding ad-hoc repairs. This planned service solution **fits your unique operational needs.**



Introducing GX5 Field Exchange Service

WHAT VALUE DOES THIS BRING YOU?



Reduce your service downtime to 1 day

With our same day planned preventive exchange service your pump won't be away and out of use for weeks.



Take control and plan your service

Schedule your service to be in line with your facility maintenance activities, driving efficiency and cutting downtime to the bare minimum.



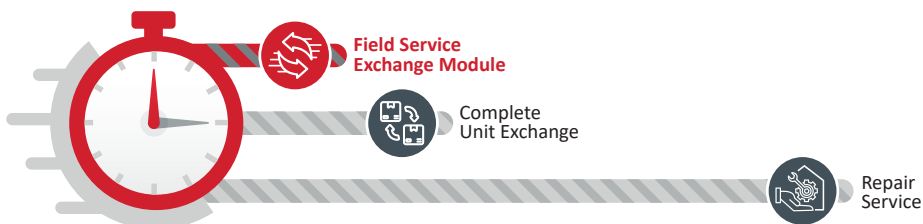
On-site service

Minimise the preparation and administrative work needed for off-site service as well as the wait time for your pumps. With our on-site preventive module exchange your vacuum pumps are up and running the same day.



Lower total cost of ownership

Save up to 25% in direct service costs, by preventing higher cost service due to a crashed pump, as well as preventing loss of production time and the risk of losing your pumps due to repetitive breakdowns.



How does the Field Exchange Service work?

STEP 1

▶ We ship the Field Exchange module to you on a pre-agreed date.

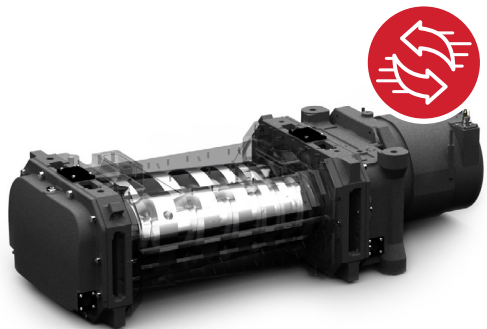
STEP 2

▶ Our Service team will arrange with you the optimal time for the visit of our technician to do the module swap.

Note: Exchanged modules must be shipped back to Edwards with in 3 weeks time window using the same packaging the exchange unit arrived in.

What is a GXS Exchange module?

A field exchangeable module solution for due-for-service-pumps allows Field Service Team swap of the GXS screw pump and/or the booster pump, depending on the pump service needs, on-site on the same day; achieving the required service completion while securing your production uptime.



What is the module scope?

The service module is a comprehensive assembly of the High Voltage GXS screw pump and/or booster together with the motor, oil fill, and the heatsink in one package. It is fully tested to ensure the optimal expected performance.

Booster Module



Screw Pump Module



Frequently Asked Questions

My pump crashed; can I still use a Field Exchange module?

The field module is designed for preventive maintenance on due-for-service pumps. For pumps that have already crashed, a root cause analysis must be conducted first to verify if the module exchange will be sufficient to fix the issue, or if another service solution might be needed.

How can I know when my pump needs service?

With HealthCheck PRO™ our technicians can provide you with a **comprehensive report on the status of your pumps** and the corresponding service recommendations based on their actual live condition.

Stay connected with **GENIUS Instant Insights™**? When you connect your pump to GENIUS, our remote connectivity solutions provide you with actionable insights to help avoid potential failures and plan required services.

Which pump models can be serviced?

Our Field Exchange modules fit all **GXS High Voltage** models.

Publication Number: 3604 1645 01

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