

PumpEng

ScatPump

Service Exchange Program



Reduce Downtime

The ScatPump® Service Exchange Program is a structured lifecycle model designed to reduce downtime, remove repair delays, and provide cost certainty once a pump enters service. The program begins with the purchase of a new ScatPump®.

Ensure Pump Availability

From that point forward, when the pump reaches a service interval or experiences a failure, it is exchanged for a Service Exchange (SX) pump, ensuring fast replacement and ongoing availability.

Easy Replacement Process

Once a pump enters the Service Exchange cycle, all future replacements are managed through Service Exchange units – eliminating the need to return to new pump purchases unless fleet expansion is required.

How the Program Works

1 Initial New Pump Purchase

- ▶ Your business purchases a new ScatPump®.
- ▶ The pump is deployed into service as a business-owned asset.

2 Service Interval or Failure

When the pump:

- ▶ reaches a scheduled service interval, or
- ▶ fails in operation

The pump is removed from site and returned to PumpEng.

3 Service Exchange Order Raised

- ▶ The business issues a Purchase Order (PO) for a Service Exchange (SX) pump.
- ▶ The returning pump must be sent back complete, including:
 - ▶ pump assembly
 - ▶ cable
 - ▶ discharge fitting

Pumps returned incomplete may delay processing or incur additional charges.

4 Immediate Replacement

- ▶ Upon receipt of the PO, PumpEng immediately dispatches a Service Exchange pump of the same model and specification.
- ▶ This avoids waiting for inspection, stripping, quoting, or repair approvals.

5 Ownership Transfer

Once the returned pump is received by PumpEng:

- ▶ Ownership of the returned pump transfers to PumpEng
- ▶ The pump enters the Service Exchange refurbishment pool

The business now operates exclusively within the Service Exchange cycle for that pump position.

6 Ongoing Service Exchange Cycle

- ▶ Service Exchange pumps can continue to be exchanged for Service Exchange pumps indefinitely.
- ▶ There is no requirement to return to a new pump purchase unless additional pumps are required.

Service Exchange Program



Pump Identification

To ensure clear differentiation between new and Service Exchange units:

Service Exchange pumps are:

- ▶ Painted dark blue
- ▶ Engraved with a unique SX identification number

Benefits:

- ▶ Easy onsite identification
- ▶ Clear asset tracking
- ▶ Separation from customer-owned new pumps



Pricing

A Service Exchange pump is priced at 60% of the equivalent new pump price.

Benefits:

- ▶ A significantly lower capital outlay
- ▶ Predictable replacement cost
- ▶ Reduced lifecycle cost per pump position

What You Receive with a Service Exchange Pump

Every Service Exchange ScatPump® is:



Fully refurbished by PumpEng



Rebuilt using genuine ScatPump® components



Fitted with serviceable wear parts



Electrically and mechanically tested



Performance checked prior to dispatch



Tagged and documented for traceability

Getting Started

To set up or use the ScatPump® Service Exchange Program:

- ▶ Speak with your PumpEng representative
- ▶ Confirm eligible pump models
- ▶ Establish pricing and logistics for your site



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