

Water Company

Service Agreement

AUMA Actuators Limited offers a range of bespoke Service Agreements to water companies across the UK.

One specific water company, known for its exceptional service and commitment to sustainability, relies on innovative solutions and reliable partnerships to maintain its high standards of operation.



“Speed of response is essential to our operations. AUMA’s ability to source and supply locally is a major benefit to us. They have been proactive in their approach, which has helped us deliver our service to our customers. They have also introduced a number of added value innovations that demonstrate a willingness to go the extra mile for our benefit.”

Since 2016, AUMA has been the water company’s key partner, providing tailored and bespoke services to meet its range of on-site requirements. As a result, the water company can contact AUMA for immediate support when site personnel encounter faults and problems with on-site actuators.

What we deliver

AUMA's in-house team of engineering experts is available 24/7/365, working closely with the water company to diagnose the problem remotely.

If a replacement is needed, AUMA quickly configures and builds a suitable unit, which is then despatched to the water company's site in one of AUMA's unique, re-usable custom-branded wooden packing cases. This fast-track process minimises downtime and ensures that water company's operations continue smoothly.

Replacement actuators can be dispatched within a number of days, depending on whether any adaptation work is required. More often than not, previous adaptations in the AUMA unit can be reused.

Upon receiving the replacement, the water company's staff is able to promptly install the replacement AUMA actuator. Old and faulty units are placed in the custom-branded wooden packing case, which is purpose-designed for safe, secure return transport.

The water company then only needs to contact AUMA to arrange for the collection of the packing case and the faulty actuator, streamlining the entire process. This efficient system is designed with the water company's convenience in mind, ensuring minimal disruption to its operations.

The returned actuator is then safely assessed for repair or disposal in a factory environment.

Any repaired units are then tested and warranted for 12 months and available for future use in this process.

This is just one example of what a bespoke service looks like from AUMA and highlights the types of tailored solutions AUMA offers to help maintain high standards for its customers' operations.



Key Service Agreement features

- > Sustainable, custom-branded wooden packing cases
- > Fast-track despatch
- > 24/7/365 technical support
- > Warranted repairs on returned units which are then re-used in the Service Agreement process.

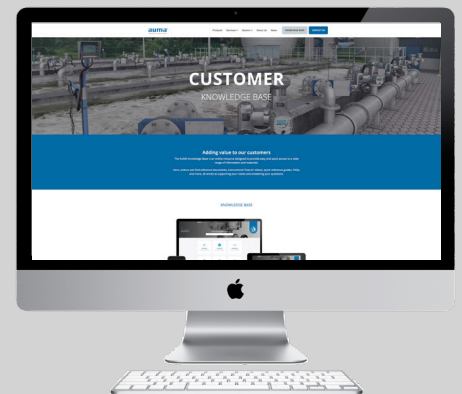
The water company now enjoys access to AUMA's unique 'rapid response' service to replace both AUMA's, and other manufacturers' equipment, as well as a 'replacement in advance' for critical actuators. This minimises service downtime and multiple repeat site visits.

This long-term partnership is contributing significantly to the secure supply of high quality water and water recycling services to almost seven million people across the supply region. It is effectively addressing the need for TOTEX in an industry where asset maintenance is increasingly important.

Our customers say

“This collaborative approach has enabled AUMA to shape its service to closely match our needs. AUMA has introduced a number of innovations - from reducing its environmental impact through the use of sustainable packaging, to improving health and safety by reducing time on site undertaking repairs.

“In addition, AUMA has created a unique online Knowledge Base, which is accessible to all of our registered engineers and technicians. This provides us with 24/7/365 access to essential information, video tutorials and technical information.”



AUMA Actuators Limited
Generation House, Yeo Bank 3
Kenn Road
Clevedon
North Somerset
BS21 6TH

service.uk@auma.co.uk

t: 01275 871141