



GIW® Minerals



Technical & After Sales **Services**

By Your Side from Installation to Start-Up

GIW offers total customer support for all GIW® Minerals and KSB products. Round the clock service comes standard, no matter what equipment issues you are facing. We pledge to focus on all the equipment details, allowing you to focus on running your business.

We offer a wide variety of classes, training, field service and start-up/installation support in accordance with GIW Field Service Terms and Conditions and Field Service Rates. To best serve your needs and accommodate your preferred schedule, we request that training and start-up be requested 30-60 days in advance.

We've got you covered:

- Installation & Start-Up Support
- On Site Training
- Warranty Claims
- Restock
- Over/Under Shipment
- Alignments
- Vibration Analysis
- Faro CMM Equipment Analysis
- 24/7 Breakdown Service

Support Services

Technical Services

Tel. +1 706-434-0683
Fax +1 706-210-5967
GIW-WarrantyClaims@ksb.com

Customer Service & Spare Parts Sales

Tel. +1 706-863-1011 Ext. 2407
Dir. +1 706-434-0707
Fax +1 706-210-5985
GIW-Parts@ksb.com

After Hours Breakdown Rush - 24/7

Mobile +1 706-513-0585
(For emergencies only)



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Installation Support

Your equipment has arrived. Did you know that we can be on site to assist you with all your installation needs?

GIW can provide assistance for final assembly and oversee all installation issues beyond those covered in the maintenance manual. We offer technical support for pump arrangement and explain lay out designs. We can also assist you with finalizing site alignments.



Start-Up Support

GIW will review your start-up process using a step by step check list. Our technicians will ensure you have a complete understanding of each unit's requirements.

We can help you every step of the way from start-up to project wrap up. We assist with pump and drive train assessment and pump and power train maintenance.



On Site Training

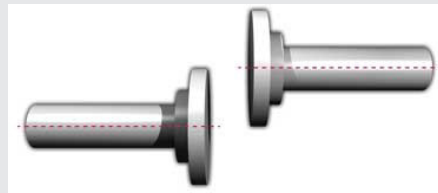
Our engineering staff is available to address your specific needs through regular site visits. We also provide on site training to equip your Reliability and Maintenance personnel with the tools necessary to run a successful operation. Our courses can be modified to fit your training schedule and class size. We offer site specific maintenance and operation training sessions geared towards your slurry pumps, pipeline and system flow.

Recommended Angular & Offset Alignments

Angular Misalignment
(Mils per inch .001/1")

Offset Misalignment
(Mils per inch .001)

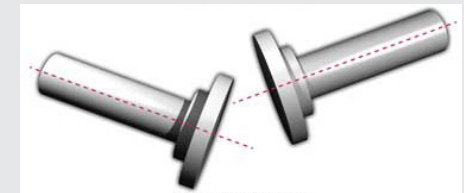
RPM	Excellent	Acceptable	Excellent	Acceptable
3600	0.5/ 1"	0.3/ 1"	1.0	2.0
1800	0.7/ 1"	0.5/ 1"	2.0	4.0
1200	1.0/ 1"	0.7/ 1"	3.0	6.0
900	1.5/ 1"	1.0/ 1"	4.0	8.0
600	2.0/ 1"	1.5/ 1"	5.0	9.0



Parallel Offset Misalignment



Angular Offset Misalignment



Combination Misalignment