



## Spares & Service

Including Willett Pumps  
and Plastic Media Manufacturing

**WATER TECHNOLOGIES**

# Veolia Water Technologies

is part of the Veolia group, a leader in providing environmental services to municipal and industrial customer across the world.

Veolia provides the complete range of services required to design, build, upgrade and manage water and wastewater treatment facilities and systems. We provide an extensive combination of capabilities in the UK.

## Technical Excellence and Personal Service

Our people include experts in engineering, research & development and project management. Quality Management and Operational Procedures are continually monitored, reviewed and improved to ensure our clients receive a reliable, professional and quality service. Veolia's Quality Management System has been approved by Lloyd's Register Quality Assurance to a standard of ISO 9001:2008.



## Health & Safety

Our primary aim is to protect the health of our employees and anyone affected by our undertakings. Through the provision of adequate resources, we ensure that we protect our people, execute works safely and comply with our legal duties. Our focus is on achieving Health & Safety and Environmental standards beyond those required by statute and to support continual improvement.

## Corporate Social Responsibility

As part of a large environmental group, we are always aware of our responsibilities and our influence upon natural resources. Therefore, we appreciate that the aim of treating wastewater is to lighten the impact of human and industrial activities on our environment. Ethical values and sustainable development are embedded into the culture of each employee.

“ *As a global organisation, our support and services are offered worldwide.* ”

### Markets Served

We support customers in the following industries:

- > **Water & Wastewater**
- > **Industrial Effluent**
- > **Brewing**
- > **Mining**
- > **Food & Beverage**
- > **Chemical**
- > **Ceramic**
- > **Petrochemical**
- > **Pharmaceutical**

## Sustainable thinking – innovating for the future

Veolia invests €150m every year into Research & Development, focusing on developing the most innovative solutions for our municipal and industrial clients, while considering the environmental challenges that we all face. We operate an Environmental Management System (EMS), accredited to ISO 14001:2004.





## Complete Service

Plant installation is just the start of a long and trusting partnership focused on keeping your assets working at optimum performance. Our comprehensive customer service gives you peace of mind and support by offering you:

- Technical support
- Process monitoring, trending and management
- Planned preventative maintenance programmes
- Break down response
- Extended warranties
- Guaranteed response time contracts
- Supply and fit consumables
- Stock holding strategic spares
- Refurbishment and upgrade of ageing assets
- Process optimisation
- Chemical cleaning
- Hire equipment to cover down time or emergency support

## Expertise

Our Service Team is multi-skilled in mechanical, electrical and process industries. Individual performance and teamwork is magnified through excellent staff training. Additionally, our service engineers have to pass stringent training undertaken at the plant and collectively possess in excess of 300 years of product experience.

## Service Contracts and On-Site Support

We offer operate and maintain services, with contract duration tailored to suit individual site needs. We pride ourselves on the level of service provided by our dedicated support teams. We take health and safety very seriously and are an accredited SAFE contractor partner. All of our service engineers have received CCNSG safety passport, CIEH manual handling, CIEH chemical handling and site specific risk assessment training. Choosing the right service regime will help you to:

- Maximise capacity and availability
- Meet water quality and quantity requirements
- Optimise operating costs ensuring environmental efficiency
- Extend equipment life
- Prevent expensive lost operating time
- Exceed today's safety standards



## Spare Parts

We have an extensive stock of genuine spare parts, designed specifically for:

- Filter Presses
- Belt Presses
- Gravity Belt Thickeners
- Willett Pumps
- Veolia Hydrotech™ Discfilters and Drumfilters
- Mixers
- Agitators
- Blungers
- Ball Mills
- Extrusion Pug Mills
- Full range of Rawdon equipment
- LED Evaporators

Many items are available for overnight despatch to reach your site the next day. Our service personnel also carry standard spare parts in their vehicles.

We have accumulated and continue to maintain extensive archives of drawing and castings, which enables us to quickly and efficiently identify the spare parts required.

“ Our water and wastewater management expertise enables our clients to focus on their core business ”

## Belts and Cloths

As part of our product range, we supply both woven and linked belts for Gravity Belt Thickeners and Belt Presses to suit machines up to 3m in size.

## Training

To ensure smooth plant operation and operator familiarity, it is essential that appropriate training is given. We offer hands-on operator training on your equipment and will explain each component's function, review operating and maintenance manuals and where necessary, show your personnel how to maintain accurate records.

Training can either take place on-site or at our offices in Stoke-on-Trent and will be tailored to your own installation.





## Veolia Hydrotech™ Discfilter and Drumfilter

Support

Our team actively supports our UK Discfilter and Drumfilter installations, which is in excess of 200 units. Services offered include:

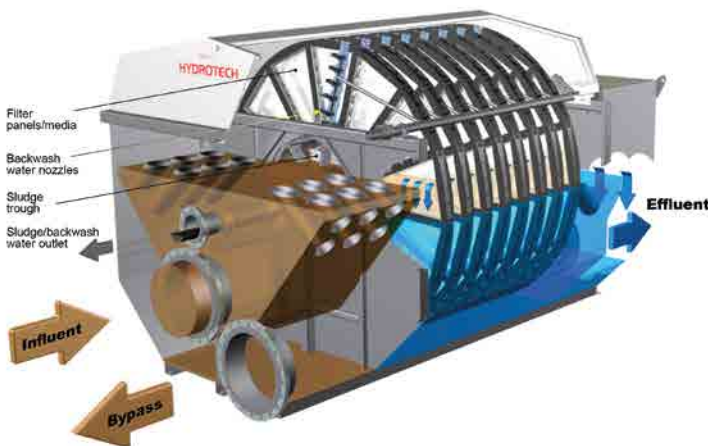
- **Chemical clean capabilities**
- **Complimentary, scheduled drop water tests**
- **Maintenance and servicing**
- **Supply of spare parts**
- **Discfilter unit hire**



## The Willett Pump

The Willett is a vertical, single acting positive displacement ram pump, either hydraulically or mechanically driven.

Designed for long life, low maintenance and optimum energy efficiency, it is the most cost effective solution available on the market to pump difficult and abrasive sludge and slurries. New and refurbished pumps are available to suit your requirements and budget and come with the total backing of a rapid response service, delivered by a highly qualified team of engineers.



## Plastic Media

With over 35 years experience in the design, installation and operation of wastewater treatment systems, Veolia Water Solutions & Technologies is regarded as a world leader in the field of fixed film technology. Using this wealth of experience, we have developed a range of high efficiency plastic media that provides the optimum effective surface area for biological growth whilst ensuring excellent gas and liquid distribution within the packed bed. Cascade Filterpak, Flocor and all structured media is manufactured at our facility in Stoke-on-Trent to Veolia's own stringent quality control standards.

Product	YTH1120	YTH1150	YTH1140	YTH1170
Applications	Trickling Filter	Trickling Filter	Submerged	Submerged
Surface Area	100m <sup>2</sup> /m <sup>3</sup>	200m <sup>2</sup> /m <sup>3</sup>	100m <sup>2</sup> /m <sup>3</sup>	200m <sup>2</sup> /m <sup>3</sup>
Void Space	95%	95%	95%	95%
Raw Material	Polypropylene	Polypropylene	Polypropylene	Polypropylene
Specific Gravity	0.905	0.905	1.04	1.04
Dimensions (mm)	187 x 51	100 x 30	187 x 51	100 x 30



## Plant Refurbishment

Improve or extend the life of your water system without compromising on quality, reliability or efficiency. Refurbishment and the upgrade of an existing plant is often a practical means of extending a system's useful life, as well as being a lower cost alternative to purchasing a new plant. It can also enhance running costs, operation and general day to day performance. Our dedicated team is on hand to manage your Refurbishment and Upgrade project through to completion, ensuring that it meets our high standards and is delivered on time. We have a full engineering workshop facility and have wide experience in:

- › **Automation of mechanically operated machinery**
- › **Plant modernisation in accordance with current safety regulations**
- › **Upgrade of plant to current technical specifications**
- › **Component renewal**
- › **Filter press extensions to increase product throughput**
- › **Chain and Scraper installation and refurbishment**
- › **Willett Pump Retrofits, Top Hat Conversions, replacement of mechanical changeover, coated rams, electronic control and chemical dosing cylinders**

“ **Helping your business operate more efficiently by improving performance of existing assets or introducing new technology and controls** ”

In addition to the comprehensive range of services you would expect to see from a well-established supplier, we also offer the following:

- **Relocating of your existing equipment**
- **De-commissioning of your plant**
- **Re-commissioning and bringing your plant back into operation**

## Technical Support

Technical support is available to all our customers and a dedicated Field Support Engineer is allocated to each site, offering technical support either over the phone, via e-mail or by way of site visits. Technical Support is also available through our highly skilled Service Engineers. In addition to this, there is also an extended support network in the office.

# Resourcing the world

## **Veolia Water Technologies**

Whittle Road - Meir - Stoke-on-Trent - Staffordshire  
ST3 7QD - Tel: 0203 567 7470 - Fax: 0203 567 7565

[stokesparesandservice@veolia.com](mailto:stokesparesandservice@veolia.com) - [www.veoliawatertechnologies.co.uk](http://www.veoliawatertechnologies.co.uk)