Choosing the Right Rotating Equipment Supplier
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Nothing is more frustrating than being responsible for the rotating equipment in your facility and not being happy with your equipment's performance or trusting where to go for help.

Your maintenance budget is bursting, and your facility management is demanding solutions. You know what you need your equipment to do and there are so many suppliers, all telling you they have the best solutions.

What is your next step? Where can you find long term solutions? Who do you trust? Your job could be on the line.

Most facilities use a wide range of rotating equipment, from pumps, vacuum pumps and blowers, compressors, steam turbines, motors, power transmission equipment, tank agitators... the list goes on.

What if you could find one salesperson and company that can exceed your expectations for all your rotating equipment? Wouldn't you prefer this? One salesperson, one company... your trusted partner. You probably think this is not possible. Read on, because it is, as you will see.
Not all rotating equipment suppliers are the same or have the same capabilities. You probably have your minimum requirements. Mine would be the following:

1. Available salespeople that are willing to help 24/7/365
2. Breadth of products and services
3. Technically competent employees regarding
   a. Products
   b. Product application
   c. Plant processes
   d. Control and reliability
   e. Troubleshooting, service and repair
   f. Access to special services
4. Great customer service
5. Training resource

Let’s look into all these attributes. First the salesperson.

Available Salespeople

I don’t know about you, but when I need help, I want it right now. But, what percentage of the time do you need help between 8:00 AM and 5:00 PM Monday through Friday? It’s less than you think. Find salespersons that are willing to come to you at all hours of the day or over the weekends and holidays, and, make a difference once they’re there.

Let’s face it, salespersons do take your orders, but that is about 5% of their job. 95% of their job is being your trusted expert, having immediate access to solutions, being invested in your company... like an extended member of your engineering and maintenance staff.
Breadth of Products and Services

Good salespersons make you look good. In addition, they need a great company backing them. This ensures all orders are handled accurately, ample supplies of replacement pumps and spare parts are available, shipments are fast and accurate, additional technical resources are on staff and service technicians are always available to consult on either in-house or field service work.

This is a lot to ask for, but it is possible.

Products and Product Application

Since you have a facility full of different types of rotating equipment, you want to find a supplier with the greatest breadth of product and services. This goes beyond the overall piece of rotating equipment to all its mechanical seals and seal flush systems, bearings and lubrication, associated power transmission equipment, and the drivers (motors, hydraulics or turbines). Then there are motor starters, controls, variable speed drives and condition monitoring solutions... shouldn't your salesperson be an expert with these as well?

Still more to ask for, but it is possible.

Plant Processes

Maybe you prefer a supplier who can also engineer special or modular fabrications or plug and play systems, big or small, that include the piping, valves, controls and other mechanical equipment such as tanks, filters, strainers or heat exchangers. And all of this would be built just the way you want it. Can all suppliers do this? No, actually few can.

This is also a lot to ask for, but it is possible.

Control and Reliability

You want your salespersons and company experts to understand your applications and processes. They should understand how you want to control these and what your expectations are. Then with their deep technical understanding and all the products available to them, working side by side with you, a solution is engineered.
The salesperson knows what products to reliably apply for each application because no product fits all, and the salesperson knows how to control each product to maximize productivity and reliability. The salesperson can also apply proactive condition monitors or variable speed drives so equipment doesn’t have to fail when it is subjected to operating conditions that would otherwise cause the equipment to fail.

This is a lot to know, but it is possible.

**Troubleshooting, Service, and Repair**

Do you know why your rotating equipment fails? You spend all your time and effort engineering the best solution, taking every precaution, making sure you apply the best product to ensure maximum reliability and durability. Yet, your equipment fails... and too often. Do you know that studies show the overwhelming cause of equipment failure is human error and system upsets? How can you prevent this?

Number one, install proactive condition monitors or smart variable speed drives that alert you when operating conditions are changing. This allows you to quickly address the operating equipment before it fails. This is affordable and these really work. Also, choose a supplier that offers a wide variety of equipment and rotating equipment fundamentals training. The salesperson should conduct the training on demand.

This really is a problem, and thankfully there is a solution.

When your equipment requires preventive or corrective maintenance, can your supplier respond? Smart service technicians can be quite a resource for you. They provide their services professionally and they have a great eye for equipment health, and they can offer system improvements or upgrades that will prolong equipment life.

Your supplier needs to employ an ample amount of these experts who can respond quickly. Downtime is expensive, in most cases more expensive than the cost of new equipment or the service cost to repair equipment. Choose your supplier wisely. Inspect their repair and rebuild facilities to ensure they have all the capabilities you need and the experienced service technicians and machinists on hand. This will help minimize expensive downtime.

Fast and competent service is hard to find, but it is possible.
Special Services

Then there are the times when an older piece of equipment breaks, and the original supplier no longer supports it. Where do you go for help? You can order a different pump, but if there are installation changes needed, these changes can almost cost as much as the new equipment, and result in downtime.

Typically, the lead times are very, very long for older equipment and the installation changes can also take a lot of time. Not to mention the control of the pump. If the performance curve is different, then there are going to be issues with the new pump running in parallel with the older pump.

There are better solutions if your supplier is up to the task. These solutions include remanufacturing pumps. Some suppliers have yards full of slightly used or surplus pumps. The casings are inspected and tested thoroughly and in some cases the pumps get rerated. New or unused parts are used to build the pump, sometimes using upgraded materials.

Remanufacturing typically results in a pump that is built like new, in half the time a new pump would be manufactured. They include all new seals, bearings, wear rings, seal flush systems and/or bearing lubrication systems, as needed. And, the pumps are supplied with a full, new pump warranty.

Then there are times when you must make a new cast part or parts because the OEM will just not make them anymore. The old used parts are scanned, and new part drawings are engineered and produced. Using 3-D printers, sand patterns are produced suitable for a onetime mold. The part is cast and machined and ready for service. This can all happen in less than a week, if required.

Testing is also an important service. Horizontal, vertical, large or small, choose a supplier who can provide performance testing quickly and economically without having to rely on the manufacturers.

These are examples of special services, Tier I thru Tier IV repair, remanufacturing, one-off foundry solutions and in-house performance testing. There are few suppliers who can perform all these service solutions.
DXP Delivers Solutions

Welcome to the world of DXP Enterprises, Inc. We are a customer driven company and we are proud to deliver all the solutions described above. No two customers are alike but all of them will require several of the services we provide.

We have spent decades expanding our reach and developing world class capabilities. We believe in speed, quality, reliability and a fair price. Our salespersons and customer service personnel are experts dedicated to one thing and one thing only... to deliver solutions for our customers.

DXP is a publicly traded industrial distribution company and service provider headquartered in Houston, Texas with over 180 locations in North America. We are experts in rotating equipment, bearings and power transmission, safety and safety services, metal working equipment and industrial supplies. We represent world class manufacturers and provide our customers with world class service and repair. We design the solution and finish the job.

When choosing your rotating equipment supplier, please evaluate how one company, DXP, is different from all the rest. Let us bring our expertise to you and help you operate and maintain your rotating equipment more efficiently and reliably.

We are DXPeople you can trust.