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FRAMO SERVICE PROGRAMME

Service that has you covered



Framo+

Every moment of uptime counts

In the demanding world of marine business, productivity and profit go hand in hand. Keeping your pumping systems fit to operate is crucial, especially in harsh conditions and mission-critical operations. Condition monitoring ensures proper care at the proper time, and it's the best way to protect the uptime of your Framo pumps.

That's the reason for Framo+.

Framo+

Peace of mind with Framo+

Framo+ is our comprehensive service programme, created to ensure your pumping systems work flawlessly and efficiently. It combines expert care with cost-effective solutions and thoroughly tested technology, ensuring your pumps remain in peak condition.

Framo+ brings you:

- Annual inspections
- Hydraulic oil analysis
- Seal monitoring
- Spare parts
- Extended spare part warranty
- Framo MyPage portal
- Training
- Reduced service rates
- 24/7 support

In short, Framo+ covers it all – minimising downtime, maximising efficiency and putting your mind at ease. We do what's needed to keep pumps performing at their best, so that you can focus on your core operations.

Condition-based service is the core

Framo pumps are built on a condition-based maintenance philosophy, where service is performed at the right time. By watching over the state of your pumps, we make sure you can always count on them. We help you take just the actions needed, exactly when they're needed – which reduces both effort and costs.



Annual inspections

Be confident that your pumping systems are ready for action. Each year, we inspect them in person as part of Framo+. We coordinate with you in advance, with aim of arranging inspection conveniently at one of our designated ports.

Our service engineers go on board for a thorough visual assessment, looking at your pumps' mechanical condition and identifying any repair needs. While there, they may also provide advice to help you optimise maintenance. You receive a debriefing at the end of their visit, and a detailed survey report follows soon after. The report contains all the observations, along with recommendations for addressing any issues found.

- **More before dry docking**

In the months before you dry dock, we do a more extensive pre-docking inspection. Having suitable cargo in the tanks allows our specialists to do a pump performance test, which verifies that each pump is operating within its design specifications. This can identify any maintenance needed in dry dock.

- **Complimentary pipe inspections**

In selected ports, we can also assess the condition of your hydraulic piping systems on deck – free of charge. Our experts make precise measurements of any piping or spools with critical needs, then provide a quotation for prefabricated, plug-and-play replacements.



Hydraulic oil analysis

Safeguard oil quality and maximise pumping system lifetime with expert analysis of your hydraulic oil. Included in Framo+ are four oil analyses per vessel and year: three at Level 1 and one at Level 2.

- **Level 1 – contamination control (3x per year)**

To assess contamination, our Level 1 analyses focus on particles (including size distribution) and water content in your hydraulic oil. If the contamination levels exceed the threshold, we analyse further to verify and identify the contamination's nature.

- **Level 2 – oil condition (1x per year)**

Our Level 2 analysis builds on Level 1 for deeper insight into oil condition. It evaluates soft contamination, viscosity, additive condition and chemical changes, assessing overall oil health and performance.

We provide sample bottle kits and detailed sampling instructions for one year of sampling at a time. After you send your sample to the nearest laboratory, we return a report with the results and our expert guidance.



Seal monitoring

Plan maintenance effectively by knowing the condition of your pump seals – without entering the cargo tanks. Using cofferdam purging data, we assess leakage as part of Framo+.

Any leakage past the seal accumulates in the cofferdam, so your regular purging lets us determine its rate. We review your purging data, and our experts advise you if actions are needed to ensure safe and reliable operation.

More to bring you value

It begins with condition monitoring, but much more is included in Framo+. You get extra assurance, deeper insights and wider service discounts. Combined with Framo's global support, it all adds up to smarter service.



Spare parts

Have parts on hand when replacement is needed. Although Framo is committed to condition-based maintenance, certain parts have a limited lifetime or need to be replaced at regular intervals for optimal reliability. When you join Framo+, you receive time-based replacement parts as a predefined package.



Extended spare part warranty

Benefit from added security when purchasing Framo spare parts. For any parts that aren't classified as wear-and-tear parts or consumables, we extend the usual six-month warranty to a full five years as part of your Framo+ subscription.



Framo MyPage portal

Gain new insights into pump usage and more. Framo+ gives you access to Framo MyPage, our online portal for data-driven digital services.

MyPage puts a wide range of information at your fingertips, including:

- Data on pump use, function and condition
- Manuals and training videos related to your equipment
- Reports from inspections, oil analyses, seal monitoring or other service



Training

Enhance crew skills and prepare crew members for any situation. When enrolled in Framo+, you get:

- Unlimited access to live online training

Each of our online courses spans eight hours over two days. With a professional, interactive studio setup, our instructors keep participants engaged no matter where they join from.

- Two spots per year at onsite trainings

Our three-day in-person courses combine theoretical instruction with practical, hands-on learning. The seminars are held at our Framo training centres, which feature realistic replicas of Framo systems.



Reduced service rates

Enjoy a 15% discount on our standard service rates. Framo+ gives you affordable access to the rest of our service offering.



24/7 support

Put your mind at ease with access to our free emergency number, which can be used for critical issues with your pumping systems. Our dedicated Framo support team is always on hand to troubleshoot and resolve technical issues.

All to secure your uptime

At Framo, we're committed to your success. Whether you choose our comprehensive service package or continue to rely on individual services, you can count on us to keep pumping operations smooth, efficient and reliable.

With Framo+, we simply make peace of mind seamless.

Join Framo+ today

Place pumping system care in expert hands – and focus on your core operations instead. Choosing Framo+ lets you rest assured, knowing our service has you covered.

Learn more and sign up today at www.framo.com/services

