



SERVICE SOLUTIONS FOR VACUUM PUMPS

edwardsvacuum.com

Global leader in vacuum pumping systems

Edwards is proud to lead the vacuum equipment and service industry. With over 100 years of rich heritage, Edwards is the partner of choice for tens of thousands of customers in critical applications around the world. Convenience, quality, and value are at the heart of everything we do.

World-class service for world-class vacuum pumps

We pride ourselves on developing service solutions that deliver optimum performance. Whether you maintain your equipment yourself or are looking for the experience and convenience of a skilled vacuum specialist, we are here to help you succeed. Our flexible approach to vacuum service is intended to assist you as much or as little as required, with one goal – to help you get the very best from your vacuum systems.

Customer service from people who care

As the OEM, we understand Edwards and Stokes vacuum pumps like no other, and our team of knowledgeable and friendly service specialists and sales engineers is ready to help.

Our Service Offerings

We deliver consistent, high-quality service wherever you are and whenever you need it.



Factory trained service experts



Customers are our focus



Remanufacturing

Restore the value and performance of your vacuum pump through remanufacturing at one of our Service Technology Centers. Our factory-trained technicians use proven OEM processes, tooling, and genuine spare parts to completely restore your equipment to “like new” condition.

- Performance tested to new pump standards, ensuring uptime and reliable vacuum performance
- Manufacturer’s warranty of 12-months from delivery



Service Exchange

Edwards provides the fastest possible replacement when process uptime is critical. We dispatch a remanufactured pump, allowing you to swap one pump for another in a single step. Once the exchange pump is installed and your production is running smoothly again, simply return the original pump to us.

- Edwards stocks a comprehensive inventory of exchange pumps, ready for immediate shipment
- Recover quickly from unexpected problems



Certified

For our customers who prefer to stock their own back-up equipment but may have budget constraints, Certified vacuum pumps are a great option. Each pre-owned, remanufactured pump is carefully rebuilt and tested to “like new” conditions using factory procedures, tooling and genuine spare parts.

- Maintain a spare pump onsite to back-up critical production
- Cost effective alternative to new product

Customer Care

978-753-3341

ServiceUS@edwardsvacuum.com

Technical Support

978-753-3344

TechSupportUS@edwardsvacuum.com



Vacuum Oil & Fluid

Edwards has developed an extensive range of oils and technical fluids specifically designed to suit vacuum applications. All of our lubricants are tested under laboratory conditions and are validated over thousands of hours of operation.

- Reduce noise and save energy, even at high pumping speeds
- Improve endurance and extend the life of your pump



Genuine Spare Parts

Edwards original spare parts are produced to the same high standards and specification as our production parts. Whether you need to replace a metal rotor or need a gasket to fix a leak, we guarantee that every Edwards spare will be a perfect fit for the original.

- Edwards Service Kits - save time, reduce cost, and feel confident that you have the right parts for the job
- Take advantage of our large selection of OEM spares, stocked for same-day shipment



Field Service

Our knowledgeable technicians use best known methods to deliver vacuum system health checks, preventative maintenance, troubleshooting, and repairs. We invest in tools, training, and inventory that enable our team of vacuum specialists to deliver quality service in a safe and consistent manner.

- Reduce risk of production downtime and unplanned expenses by identifying problems before they occur
- Does your maintenance department need training? Let us deliver a custom training class to your team



Managed Maintenance

Our Managed Maintenance plans are custom-designed for you. They are structured around different levels of care for your vacuum pumps, including Parts Care, Preventative Care, and Comprehensive Care. Let us focus on your maintenance so you can focus on your business!

- Enables simple budgeting and cost management
- Provides complete flexibility to suit your operational requirements



Leak Detector Rental

Rent an Edwards ELD500 and enjoy the benefits of our most popular Leak Detector at a fraction of the new equipment price. You pay for only the length of time that you need it – even as short as one week. Its repeatable accuracy is achieved through calibration with the integrated test leak source and high-quality mass spectrometer.

- Ready-to-go mobile solution
- Low cost rental, customizable for any application



Extended Warranty

We are proud to offer up to three years of warranty coverage to ensure that your vacuum equipment remains free from defects over a longer period of time. Our extended warranty program enables you to manage expense associated with unbudgeted repairs, providing complete peace of mind for the duration of the agreement.

- Ensure you have not only the best in vacuum technology, but also a well-protected asset
- Enjoy peace of mind knowing that you're covered against unexpected repair costs



All Makes & Models

Innovative Vacuum Solutions (IVS) provides rebuild services for all makes and models of vacuum pumps, including Alcatel, Busch, Ebara, Kinney, Leybold, Pfeiffer, Welch, and many others. IVS was acquired in 2015 and is a part of Edwards Vacuum LLC.

- IVS has four state-of-the-art facilities staffed by experienced mechanics with specialized vacuum training
- Friendly, competent, and easy to work with – IVS is here for you