



ROPER PUMP CO. SERVICE MANUAL

SM:001

Revised
8/23/04

Subject: Service Questions By: Lorraine Bryant

COMMON CUSTOMER SERVICE QUESTIONS

Question:

Where can I find a distributor in my area?

Answer:

Look in the Contact Us section of our website at <http://roperpumps.com/cont.htm>. For U.S. distributors, click on the map. For Canadian distributors, click on the link below the map. For International distributors, click on the link below the map; then click once more.

Question:

Where can I find brochures, dimensional drawings, parts drawings, performance curves, and other literature?

Answer:

For product brochures, look in the Literature section of our website at <http://roperpumps.com/lit.htm>. More technical literature, such as dimensional drawings, are in the Engineering section of our website accessible with a password by authorized distributors only. For information not available on the website, please email us at sales@roperpumps.com.

Question:

What is the shipping weight for my pump?

Answer:

Shipping weights for certain pumps can be found in the Service section of our website. If your pump is not listed on that page, please email us at sales@roperpumps.com.

Question:

Are there service centers where I can get my pump repaired?

Answer:

Most Roper Pump distributors are able to repair pumps. Consult the factory to find your nearest distributor. Also, Roper Pump Company has a repair department. Any pump repaired at the factory is rebuilt to like-new condition and carries a new pump warranty. Pumps may be returned to the factory by an authorized Roper pump distributor.



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Question:

Are repair kits available? What do they contain?

Answer:

Overhaul kits are available and stocked by many Roper distributors. In some cases, installing some new parts with existing worn parts can actually decrease your pump's performance. Therefore, Roper recommends purchasing a complete overhaul kit whenever servicing is required.

REPLACEMENT PARTS

Repair parts can be ordered from your nearest Roper distributor. For the location of a distributor near you, contact Roper Pump Company. **DO NOT** order repair parts by their key number shown in the IOM that came with your pump. Order by Roper part number only and include the nameplate data for aid in identification. Repair parts lists depicting Roper part numbers are available for most pumps.

- *Roper Pump Company assumes no responsibility for parts other than those supplied by Roper.* The use of substitutes may result in poor performance or in an accident causing physical damage or injury to personnel.
- **WARNING!** Only use genuine Roper gaskets. Gasket thickness determines proper clearances. Always check quantity of gaskets removed and replace with exact quantity. Proper material must be used based on application.