

Field Technical Services (FTS)

Motor testing and troubleshooting

Sulzer Field Technical Services provides on-site expert support to assist customers in solving their rotating equipment problems. Whether it be pump performance, vibration problems, poor mean time between repairs (MTBR), bad actors or system issues, Sulzer FTS has the engineers, experience and expertise to identify the root cause and recommend corrective action.

Sulzer Pump Services has many service centers strategically located in North America that specialize in pump, turbomachinery and motor repair. These service centers exist to support Sulzer's customers and can carry out FTS' recommended corrective action.

Sulzer field technical services

Electric motors are the main driver of rotating equipment such as pumps and turbomachinery, and to maintain their optimum performance and efficiency, scheduled testing and preventative maintenance are recommended to maximize MTBR, identify potential problems and to improve plant reliability.

Motor test equipment and analytical software are available to identify motor problems and provide solutions while the testing can be performed with the equipment stationary and oftentimes, operating. Sulzer's leading edge investigative testing equipment provides analysis of motors and recommendations to solve your electric motor problems.



- 24/7 support and strategically located in North America
- Leading edge investigative testing equipment
- Great root cause troubleshooting tool





Work scope

A field technical services engineer will provide on-site testing on your motors and assess their condition with regards to:

- Incoming power quality and alerts the user if the distortion or harmonic content exceeds IEEE limits
- Cabling and power circuitry to verify the severity of a high resistance connection voltage imbalance or resistive imbalance
- Ground Insulation for deterioration due to old age, moisture, temperature or other circumstances
- Stator turn insulation for shorts/opens
- Rotor cage for breaks and shorted iron
- Air gap for non-symmetry or eccentricity in the rotor

After the testing, comprehensive analysis will be provided which will include a complete report listing all the data taken, how the testing was carried out and all the problems identified with recommendations and conclusions clearly stated.

Sulzer's experienced field service teams offer expert support on site, while the local service centers that are equipped with modern repair facilities will ensure any downtime is minimized. Contact our expert to learn more.



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