



Louisiana Wastewater Treatment Facility Benefits from Siemens Product Support

A Municipal Wastewater Treatment facility located in Louisiana was having problems with a clamp-on ultrasonic flowmeter that was supplied by a Siemens competitor.

The Problem

The existing instrument had experienced numerous electronics failures and the plant manager was having difficulty obtaining spare parts. The local Siemens sales/service partner technician was called to repair or replace the competitive unit.

When the Siemens service partner arrived at the customer site, he had brought a Siemens SITRANS FUP1010 portable clamp-on flowmeter demo unit with him. The customer wanted minimal interruption to the effluent flow because it would interfere with reporting to the local Department of Environmental Quality. He also wanted assurance that the Siemens flowmeter would be supported, and that spare parts

and factory support would be guaranteed for at least 5 years. Prior experiences with competing manufacturers had convinced the customer that this type of guarantee was essential.

The Solution

The local sales/service partner and Siemens responded to the customer's needs immediately. The Siemens demo unit was installed within a few hours. The sales partner contacted the Siemens regional manager and a letter was issued to confirm that the SITRANS FUP1010 system installed would be supported by Siemens for at least 5 years. The local sales partner was able to show the customer that Siemens (formerly Controlotron) had existing similar clamp-on flow products in the field that had been supported for over 15 years. The immediate availability of the portable demo and guarantee of Siemens' product support convinced the customer to purchase the portable flow meter that same day.

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The Result

The Siemens SITRANS FUP1010 portable demo unit was installed and operational within a few hours. The effluent flow signal was restored and the plant was brought back into compliance. The demo operated flawlessly and provided immediate validation of its reliability and accuracy. The client purchased a new SITRANS FUS1010 for permanent installation and it has been operating for over 20 months without interruption.

The success of this service event stemmed from immediate access to the portable clamp-on demo unit, and the quick response from Siemens committing future support for the permanently installed unit.

The Product

The SITRANS FUP1010 clamp-on non-intrusive ultrasonic flowmeter offers maximum

versatility plus battery power for portable field use. It can operate in either WideBeam transit time or Doppler. Having both modes of operation ensures suitability for virtually any wastewater application. The dual channel meter automatically switches from one mode of operation to the other as conditions change, eliminating the need to alternate between meters when aeration and solids vary. The meter is ideal for general flow survey work where high accuracy is required and is available in single and dual channel or dual path configurations.

- Suitable for a wide variety of liquid applications
- FUP1010 is available in IP67 (weatherproof) enclosure, FUS1010 is available in IP65 (NEMA 4X) enclosure
- Choice of single or dual channel models minimizes total cost

- Battery power facilitates use in the field because the meter is easily transported from one installation to another
- Weatherproof model can be used outdoors and left in place without concern for rain damage
- Rugged plastic waterproof case enables it to withstand rough treatment that would destroy most other meters
- Zeromatic Path automatically sets zero without stopping flow and reduces zero drift, even at low flow
- Field use is facilitated by meter portability and 1 hour quick charge for 4 hours of normal operation

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