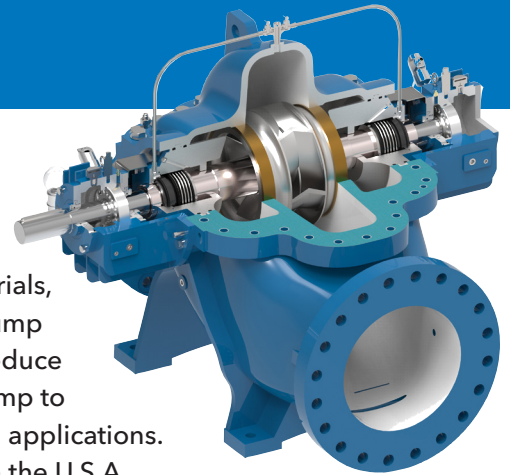


# e-XC Single Stage, Double Suction Centrifugal Pumps

## FREQUENTLY ASKED QUESTIONS

### Expect more with Xylem e-XC pumps.

With more models and more material options, the Xylem e-XC single stage, double suction split case pump offers a broader hydraulic range and higher efficiency than our previous models. Our improved design and standard materials, as well as new proprietary mechanical seal options, take the e-XC split case pump beyond other pumps to increase operating efficiency, extend pump life and reduce lifecycle costs. More than 140 models make it easy to customize your e-XC pump to handle water and fluid management challenges for even the most demanding applications. The e-XC pump is backed by more than 170 years of experience and is built in the U.S.A.



### When will the e-XC be available for shipment?

e-XC pumps are available to order NOW.

### Where can I find reference material on the e-XC pump?

Please [click here](#) to visit the page.

### Is there a price book available?

Yes, there is an e-XC price book available on eCOM (<https://ecom.xyleminc.com/>). Pricing is also available in the [IntellitronicX](#) selection tool. For additional pricing questions, please contact [Industrial.MG@xyleminc.com](mailto:Industrial.MG@xyleminc.com).

### Where can I size and select the e-XC product?

In [IntellitronicX](#) you can configure a pump with a variety of common options. Pricing is available for standard configurations that do not include duplex or super duplex.

### Who is the primary contact for orders and how do I reach that contact?

- [Industrial.MG@xyleminc.com](mailto:Industrial.MG@xyleminc.com) is the best point of contact and reaches multiple Application Engineers that can assist you with the e-XC product line.
- You can also call the team at (888)-626-2043, option 4.

### What are the current lead-times?

For the most accurate information please reference the lead time matrix on eCOM (<https://ecom.xyleminc.com>)

### Does the e-XC pump replace previous model pumps?

The e-XC pump replaces the AC Series 8100, 8300 and 9100 pump range. With flow rates exceeding 57,000 gpm, it can easily handle medium and large capacity systems and higher head. Manage extra-large applications with Xylem's A-C Custom pump range.

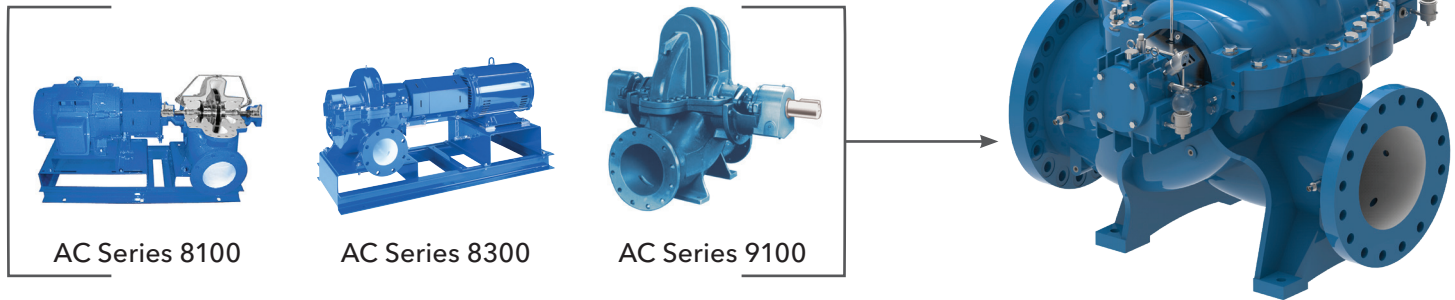
### Is the e-XC pump going to be sold under other brands in the US market as the AC8100, AC8300 and AC9100 pumps have been in the past?

No, the e-XC product line is only sold under the Xylem brand in the Americas.

### How long will repair parts be available for AC8300 and AC8100 pumps?

Legacy AC Series pumps will be supported for two (2) years; and, legacy AC Series parts will be supported for ten (10) years.

The Xylem e-XC split case pump replaces:



**Will this product line offer a drop in replacement for a Goulds 3316?**

No, please consult the [e-XC technical brochure](#) for pump dimensions.

**How does the e-XC pump compare to the competition in terms of efficiency?**

We are competitive and with 142 sizes we have more selections available to meet your duty point.

**What are the top two primary features that differentiate the e-XC pump from the competition?**

e-XC pumps feature a standard 304SS impeller and impeller wear ring, for improved corrosion resistance resulting in minimized downtime and repair cost.

Xylem offers a full portfolio of solutions (e-SV, e-MP, Turbine, AC Custom and Monitoring & Controls).

**How many sizes are there?**

There are 142 which feature unique impellers offering up to 57,000 GPM and over 870 feet of head.

**How did Xylem validate the design of this product?**

We completed extensive FEA and laboratory testing, Xylem leveraged over 170 years of pump design experience and several proven aspects of existing pump mechanical design.

**Are written specifications available for Municipal Market Bid & SPEC?**

Yes, the e-XC specifications can be found at <https://www.xylem.com/siteassets/brand/xylem/e-xc-single-stage/e-xc-engineering-specifications-04-02-2020-2.pdf>

**Is 50 Hz available in the Americas?**

Yes, please contact [Industrial.MG@xylem.com](mailto:Industrial.MG@xylem.com). We can guide you through the selection process and provide a quote.

**What is the standard seal selection for the e-XC pump?**

The Xylem MR4 rubber bellow mechanical seal is our standard offering up to 4" shaft. Above 4" shaft the Xylem MR3 balanced metal pusher seal is standard.

**What are the maximum temperatures on the mechanical seals?**

Standard fluid temperature range is up to 250°F.

**Can customer-requested mechanical seals be supplied?**

Yes, this is an option in [IntellitronicX](#).

**Are there other mechanical seal manufacturers available?**

Yes, it will be a special order. Flowserve, Chesterton, and John Crane are options. If other seal options are required please contact [Industrial.MG@xylem.com](mailto:Industrial.MG@xylem.com) for an evaluation.

**Does Xylem offer a cartridge seal option?**

Yes, we have both a seal on sleeve and seal on shaft cartridge seal available. Other cartridge seals (i.e. John Crane, Flowserve, FlexaSeal, etc.) are available upon request. Please contact [Industrial.MG@xylem.com](mailto:Industrial.MG@xylem.com).

**Are split seals an available option?**

Yes it will be a special order. Flowserve, Chesterton, and John Crane are options. If other seal options are required please contact [Industrial.MG@xylem.com](mailto:Industrial.MG@xylem.com) for an evaluation.

**Is there room for dual/tandem seals?**

No, this is not available in the current product offering. Please contact [Industrial.MG@xylem.com](mailto:Industrial.MG@xylem.com) to review an alternate solution.

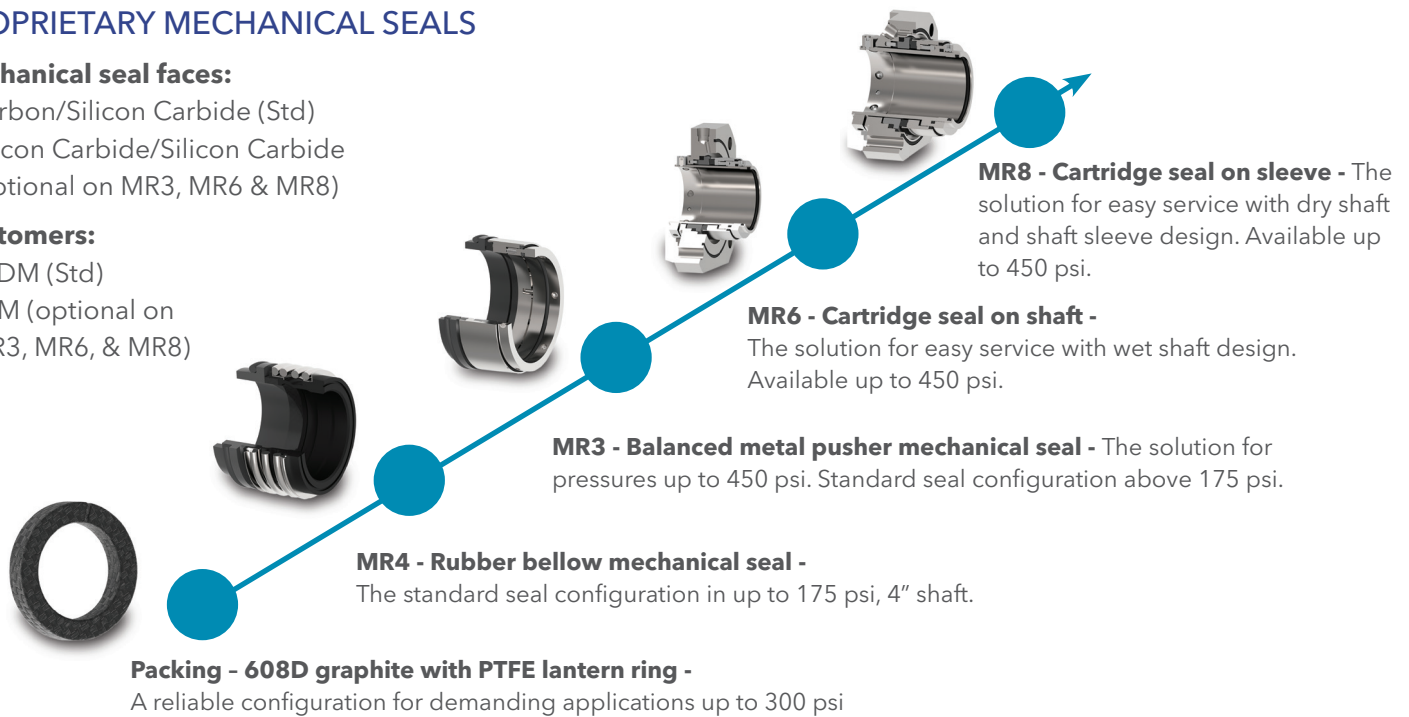
## PROPRIETARY MECHANICAL SEALS

### Mechanical seal faces:

- Carbon/Silicon Carbide (Std)
- Silicon Carbide/Silicon Carbide (optional on MR3, MR6 & MR8)

### Elastomers:

- EPDM (Std)
- FKM (optional on MR3, MR6, & MR8)



### Is this pump rated for API 610?

No, it is not certified to API standard. However, with some of the available material and seal options we can handle some oil or hydrocarbon applications.

### Is the e-XC NSF certified?

Yes, standard construction e-XC pumps are certified to NSF/ANSI/CAN 61 and 372 standards for potable water applications. There is no need for additional coating(s). Please reference the Technical Brochure for standard construction.

### How does NPSHr requirements for the e-XC pump compare against competitors?

The e-XC pump was designed to provide market competitive NPSHr values. It is best to review each NPSHr value by each specific hydraulic selection.

### Is a special coupling required for VFD operation?

Since the standard motors are inverter ready there is no need for a special coupling.

### What spare parts are available?

A complete range of individual parts along with several service kits are available. Please see the links below:

Replacement Kits: <https://www.xylem.com/siteassets/brand/xylem/e-xc-single-stage/e-xc-repair-kits2.pdf>

Parts List: <https://www.xylem.com/siteassets/brand/xylem/e-xc-single-stage/exc-pl.pdf>

### Can we buy the pump only and package it ourselves?

The e-XC is offered as a complete assembly (PBC – pump, baseplate, coupling, coupling guard & motor) pump end only (PEO) & rotating assembly (REO).

### Is there a bottom suction option?

No, this is not available in the current product offering. Please contact [Industrial.MG@xylem.com](mailto:Industrial.MG@xylem.com) to review an alternative solution.

### Is performance testing available?

Yes, there are several certified testing options available. They are selectable in [IntellitronicX](#).

### Are the published curves per HI acceptance grade 1U?

#### Is 1U factory testing available?

Curves are published to ANSI/HI 14.6 Grade 2B. Grade 1U curves are available in the [IntellitronicX](#) selection tool and testing to 1U is available.

### Do you have PE's onsite to sign off on the witness testing?

Yes.

### Are the flange to flange and centerline for flanges going to be the same as the same-size legacy 8100/9100 series pumps?

No, in order to optimize efficiency versus footprint the mounting and connection dimensions are specific to the e-XC pump.

**Is the e-XC pump offered with different flange ratings?**

Yes, the e-XC pump can accommodate several different flange ratings with a variety of pressure limitations. Please reference the [e-XC technical brochure](#) for specific details.

**How will you prevent galling of case and impeller wear rings?**

We have several different wear ring combinations available. They are automatically selected in [IntellitronicX](#) to only offer non-galling combinations.

**Are medium voltage motors available?**

Yes, this is an option. Please contact [Industrial.MG@xyleminc.com](mailto:Industrial.MG@xyleminc.com).

**Do the baseplates have milled pads?**

No, all pump feet are machined. Motor feet are machined on inverter duty motors over 449 frame.

**Will the datasheets and quotations be provided in US customary units?**

Yes, the technical documentation and [IntellitronicX](#) submittals use US customary units.

**Will Xylem provide drawings of the seal chamber (i.e. stuffing box)?**

No, Xylem will not provide complete drawings of the seal chamber. However, we will provide critical dimensions to verify/modify seal interchangeability.

**Are internal coatings available if required by customer?**

Yes, please contact [Industrial.MG@xyleminc.com](mailto:Industrial.MG@xyleminc.com) for options and pricing.

**Are the pump dimensions full imperial US standard?**

Yes, with the exception of some of the metric hardware. The shaft and mechanical seals are imperial dimensions and the flanges for 60 HZ units in the US are imperial dimensions (ANSI standard).

**What is the warranty?**

Twelve (12) months from installation or eighteen (18) months from shipment.

**Is extended warranty available?**

Yes, two (2) and three (3) year options are available. Please consult [Industrial.MG@xyleminc.com](mailto:Industrial.MG@xyleminc.com) for pricing.



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