PolyChem™ Non-Metallic Chemical Process Pumps
ASME and ISO
M-Series
S-Series
GRP
VGRP

Bulletin PS-10-17g (E/A4)
Pump Supplier
To The World
Flowserve is the driving force in the global industrial pump marketplace. No other pump company in the world has the depth or breadth of expertise in the successful application of pre-engineered, engineered, and special purpose pumps and systems.

Pumping Solutions
Flowserve is providing pumping solutions which permit customers to continuously improve productivity, profitability and pumping system reliability.

Market-Focused Customer Support
Product and industry specialists develop effective proposals and solutions directed toward market and customer preferences. They offer technical advice and assistance throughout each stage of the product life cycle, beginning with the inquiry.

Dynamic Technologies
Flowserve is without peer in the development and application of pump technology, including:
- Hydraulic engineering
- Mechanical design
- Materials science
- Intelligent pumping
- Manufacturing technology

Broad Product Lines
Flowserve offers a wide range of complementary pump types, from pre-engineered process pumps, to highly engineered and special purpose pumps and systems. Pumps are built to recognized global standards and customer specifications.

Pump designs include:
- Single-stage process
- Between bearing single-stage
- Between bearing multistage
- Vertical
- Submersible motor
- Positive displacement
- Nuclear
- Specialty
Non-Metallic Pumps Designed to Global Standards
Embracing a global approach to pump design, Flowserve offers sealed and sealless PolyChem non-metallic pumps engineered to ASME and ISO design criteria and to JIS drilling specifications. The fluoropolymer lined M-Series and S-Series pumps and the GRP engineered polymer composite pump are well suited for highly corrosive applications in the worldwide process industries.

Applications
- Chemical plants
- Steel and primary metals industry
- Marine environments
- Wastewater treatment
- Aquariums
- Mining works
- Microchip manufacturing

Complementary Pump Designs
- Mark 3™ ASME metallic chemical process pump
- Mark 3 ASME in-line chemical process pump
- Mark 3 ISO metallic chemical process pump

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Applications
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Complementary Pump Designs
- Mark 3™ ASME metallic chemical process pump
- Mark 3 ASME in-line chemical process pump
- Mark 3 ISO metallic chemical process pump

PolyChem
Non-Metallic
Chemical Process
Pumps

Mark 3 ISO

Mark 3 In-Line

Mark 3 ASME
PolyChem M-Series Fluoropolymer Lined Sealless Pumps Close Coupled

Worldwide Application
The PolyChem M-Series fluoropolymer lined, close coupled, magnetically driven, chemical process pump is the result of extensive global market research. M-Series sealless pumps are rugged, heavy-duty pumps designed specifically for reliable, leak-free performance in demanding process applications.

Addressing customer needs around the globe, PolyChem M-Series pumps meet the following dimensional standards:
- ASME B73.1
- ISO 2858
- JIS drilling

Operating Parameters
- Flows to 135 m³/h (600 gpm)
- Heads to 145 m (480 ft)
- Pressures to 17 bar (250 psi)
- Temperatures from -30°C (-20°F) to 150°C (300°F)

Close Coupled Configuration minimizes space requirements with no need for shaft alignment.

Fluoropolymer Lined Fiberglass Containment Shell offers superior corrosion resistance and strength.

Fluoropolymer PFA Lined Wet End is globally preferred for its superior corrosion resistance and temperature allowance. PFA is carbon reinforced where required for stiffness and strength.

Rare Earth Magnets in synchronous drive design eliminate slippage and permit high temperature application.

Separate Inner Magnet and Impeller Components result in low cost maintenance and ease of upgrade.

Rugged Silicon Carbide Radial and Axial Thrust Bearings offer outstanding wear resistance and chemical inertness.

Jackbolts offer added safety for plant personnel and facilitate maintenance.

Back Pull-out Design allows for pump removal without disturbing the casing.

Non-sparking Rub Pads prevent contact of critical components in the unlikely event of outer magnet support bearing failure.
Pump Division

PFA Lined Casing
The Flowserve proprietary PFA molding processes ensure liner integrity.
- Ductile cast iron armor has a minimum PFA liner thickness of 3 mm (0.125 in).
- Armor meets ASTM A395 and GGG40.3 specifications.

PFA Lined Fiberglass Containment Shell is rated to 17 bar (250 psi) and offers excellent magnet efficiencies. Non-metallic construction eliminates magnetic losses and heat generation associated with metallic containment shells. The result is a more energy-efficient pump that uses a smaller motor and is less likely to cause vaporization of the pumping fluid.

Enclosed Lined Impeller provides balanced hydraulic loads, extending bearing life.

Rugged Design With the Customer in Mind
PolyChem M-Series pumps were designed to offer the optimum in pump reliability and value, while maintaining a simple design for safety and ease of maintenance.

Simplicity in Design
PolyChem M-Series pumps were designed to offer the optimum in pump reliability and value, while maintaining a simple design for safety and ease of maintenance.

Large Silicon Carbide Rotating Shaft Offers ruggedness simply not found in other non-metallic pumps. PolyChem’s rotating shaft is supported by silicon carbide bearings located securely in a reinforced fluoropolymer bearing holder, thereby eliminating the need for bearing support in the inlet of the pump.

Standard Silicon Carbide Radial and Axial Thrust Bearings are chemically inert and have exceptional wear resistance.
Worldwide Application
The PolyChem M-Series fluoropolymer lined, long coupled, magnetically driven, chemical process pump is the result of extensive global market research. M-Series sealless pumps are rugged, heavy-duty pumps designed specifically for reliable, leak-free performance in demanding process applications.

Addressing customer needs around the globe, PolyChem M-Series pumps meet the following dimensional standards:
- ASME B73.1
- ISO 2858
- JIS drilling

Operating Parameters
- Flows to 135 m³/h (600 gpm)
- Heads to 145 m (480 ft)
- Pressures to 17 bar (250 psi)
- Temperatures from -30°C (-20°F) to 150°C (300°F)

Long Coupled Configuration
offers traditional bearing housing with flexible coupling.

Fluoropolymer Lined Fiberglass Containment Shell offers superior corrosion resistance and strength.

Fluoropolymer PFA Lined Wet End is globally preferred for its superior corrosion resistance and temperature allowance. PFA is carbon reinforced where required for stiffness and strength.

Rare Earth Magnets in synchronous drive design eliminate slippage and permit high temperature application.

Separate Inner Magnet and Impeller Components result in low cost maintenance and ease of upgrade.

Rugged Silicon Carbide Radial and Axial Thrust Bearings offer outstanding wear resistance and chemical inertness.

Power Frame Pull-out permits safe power end maintenance without breaking sealed containment.

Jackbolts offer added safety for plant personnel and facilitate maintenance.

Back Pull-out Design allows for pump removal without disturbing the casing.

Non-sparking Rub Pads prevent contact of critical components in the unlikely event of outer magnet support bearing failure.
Rugged Design With the Customer in Mind
PolyChem M-Series pumps were designed to offer the optimum in pump reliability and value, while maintaining a simple design for safety and ease of maintenance.

Enclosed Lined Impeller provides balanced hydraulic loads, extending bearing life.

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Large Silicon Carbide Rotating Shaft Offers ruggedness simply not found in other non-metallic pumps. PolyChem’s rotating shaft is supported by silicon carbide bearings located securely in a reinforced fluoropolymer bearing holder, thereby eliminating the need for bearing support in the inlet of the pump.

Standard Silicon Carbide Radial and Axial Thrust Bearings are chemically inert and have exceptional wear resistance.
M-Series pumps are designed for superior performance and reliability at reduced cost.

Internal Circulation and Lubrication Path is engineered for optimum performance.

Separate Inner Magnet and Impeller Components significantly reduce impeller replacement cost compared with integral assembly designs.

Rotating Shaft Design eliminates shaft support obstructions in the casing inlet, which are common with stationary shaft designs.
- Improved performance
- Reduced NPSHR
PolyChem M-Series sealless pumps cover a broad hydraulic range.

Thirteen Sizes
- Four (4) Group 1 (ASME)
- Three (3) Group 2 (ASME)
- Three (3) Group A (ISO)
- Three (3) Group B/C (ISO)

Operating Parameters
- Flows to 135 m³/h (600 gpm)
- Heads to 145 m (480 ft)
- Pressures to 17 bar (250 psi)
- Temperatures from -30°C (-20°F) to 150°C (300°F)
Revolutionary Non-Metallic Pump Technology
Flowserve fluoropolymer lined sealed pumps offer outstanding performance and significant economy in highly corrosive applications. Incorporating the proven Mark 3 power end, PolyChem S-Series pumps are engineered to maximize performance and reliability.

External Micrometer Impeller Adjustment accurately sets impeller in 20 seconds. Furthermore, mechanical seals and all critical settings can be set accurately in the shop.

Fluoropolymer PFA Lined Wet End is globally preferred for its superior corrosion resistance and temperature allowance.

Enclosed Impeller, through 250 mm (10 in), provides balanced hydraulic loads, extending bearing life. Open impeller available.

Clean Room Assembly of optional ANSI 3A™ power end (shown here) ensures optimum lubrication environment. Mark 3 power end is standard.

Silicon Carbide Shaft Sleeve mitigates corrosion and wear.

Seal Chamber with large tapered bore accommodates multiple seal selections. (See page 12 for typical seal arrangements.)

Addressing customer needs around the globe, PolyChem S-Series pumps meet the following dimensional standards:
- ASME B73.1
- ISO 2858/5199
- JIS drilling

Operating Parameters
- Flows to 420 m³/h (1850 gpm)
- Heads to 145 m (480 ft)
- Pressures to 17 bar (250 psi)
- Temperatures from -30°C (-20°F) to 150°C (300°F)
Advanced FM SealSentry™ Design Technology
Only Flowserve offers a non-metallic pump with the advantages of an oversized seal chamber with flow modifiers.
- Self-flushing
- Self-venting
- Self-draining

Seal life is extended due to superior purging of heat, solids and vapors. Costs are reduced because single seals often can be selected where dual seals or external flush and throat bushing combinations had been necessary.

Flow Modifiers Extend Mechanical Seal Life
- Redirect flow from circumferential to axial
- Balanced flow with low pressure drop in the chamber keeps solids in suspension, minimizing erosion.
- Mechanical seal creates a centrifuging action away from its parts and into the returning flow path of the process liquid.
- Solids and slurry merge into the returning flow path and are flushed out of the seal chamber.
- High flow rate prevents suspended solids from precipitating or crystallizing on the seal or seal chamber.

Unique Seal Chamber Canister allows double component seals to be applied in the FM seal chamber. This canister enables quick retrofits and eliminates the need to stock additional rear covers.

Choice of Power Ends
- Standard Mark 3A power end
- Optional ANSI 3A™ power end (shown on page 10) with lifetime warranty, features Inpro/Seal’s VBXX bearing isolators

Power End Options
- Alloy shaft sleeves
- Solid shafts
- Labyrinth seals
- Magnetic drain plug
- Oil slinger
- Regreasable or double-shielded bearings
- Oil mist system

Flow Modifiers redirect solids and slurry away from seal and back into the flow path of the process liquid.

Available open impeller
Sealing Options
PolyChem S-Series pumps offer the advantage of innovative and readily available seal selections. Shown here are standard and recommended seal arrangements.

Non-Metallic Single Cartridge

Double Component (Collar Drive)

Non-Metallic Single External

Double Component (Friction Drive)

Metallic Single Cartridge

Non-Metallic Double Cartridge

Metallic Single Component

Metallic Double Cartridge
PolyChem S-Series sealed pumps cover a broad hydraulic range.

Nineteen Sizes
- Four (4) Group 1 (ASME)
- Six (6) Group 2 (ASME)
- Three (3) Group A (ISO)
- Six (6) Group B/C (ISO)

Operating Parameters
- Flows to 420 m³/h (1850 gpm)
- Heads to 145 m (480 ft)
- Pressures to 17 bar (250 psi)
- Temperatures from -30°C (-20°F) to 150°C (300°F)

S-Series ASME Range Chart

S-Series ISO Range Chart
The Low-Cost, Long-Term Solution to Corrosive Services
The PolyChem GRP engineered composite pump is the result of intensive product development and installation experience. Made of premium Derakane® vinyl ester resin reinforced with randomly oriented glass fibers, the GRP pump is designed to meet ASME B73.5M standards for chemical process pumps. With corrosion resistance superior to many more expensive, highly alloyed metals and with costs closer to that of ductile iron, the PolyChem GRP has proven to be the low-cost, long-term solution in acidic and chloride-rich applications.

Operating Parameters
- Flows to 2050 m³/h (9000 gpm)
- Heads to 150 m (500 ft)
- Pressures to 17 bar (250 psi)
- Temperatures from -45°C (-50°F) to 120°C (250°F)

Engineered Composite Material Construction offers cost-effective corrosion resistance and is lightweight, non-galling, non-sparking and non-conductive.

Tapered Polygon Impeller Drive provides exceptional torque carrying ability and unequaled shear strength for durability.

Externally Adjustable, Semi-open Impeller is inherently balanced and provides consistently high efficiencies.

Centerline Discharge Casing with integrally molded flanges is fully gusseted for optimal nozzle loading capabilities.

Standard Mark 3 Power End with double lip oil seals and top vent breather

Low-cost, Non-metallic Replaceable Sleeve mitigates shaft corrosion.

Radial Fit and Square O-rings for the casing and impeller, respectively, protect the shaft from corrosive liquids.

Flexible Spacer-type Couplings permit disassembly without disturbing the piping, driver or alignment.

® Derakane is a registered trademark of Dow Chemical Company.
Compression Molded
GRP wet end components are compression molded at high temperatures and pressures to evenly distribute reinforcing fibers. This results in:
• Smooth hydraulic passages
• High efficiencies
• Lower operating costs
• High structural strength

Stuffing Box Options
Four stuffing boxes are available to maximize seal or packing life.
• Standard box with clamped seat gland accepts all types of single outside seals.
• Standard box with long gland accepts all types of inside seals, including single and double seals.
• Packing box extension
• Taper bore box

ANSI 3A Power End is so advanced it carries a lifetime warranty.
• Certified clean room assembly
• Inpro/Seal’s VBXX® non-contact Vapor Block Bearing Isolator keeps lubricants in and contaminants out
• Magnetic drain plug
• Top vent replaced with plug
• Lubrication options

Self-Primining Option
Made of a proprietary glass fiber reinforced thermosetting epoxy resin, the self-priming pump is built to ASME B73.1 dimensions. It is an excellent choice for corrosive applications such as:
• Industrial sumps
• Waste treatment pond transfer
• Tank car unloading
• Lift stations

Operating Parameters
• Flows to 115 m³/h (500 gpm)
• Heads to 115 m (375 ft)

Typical GRP Seal Arrangements

<table>
<thead>
<tr>
<th>Seal Types</th>
<th>Unbalanced</th>
<th>Balanced</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single outside with clamped seats</td>
<td>Multiple spring, O-ring mounted</td>
<td>—</td>
</tr>
<tr>
<td></td>
<td>Bellows, O-ring mounted</td>
<td>—</td>
</tr>
<tr>
<td>Double</td>
<td>Friction drive</td>
<td>—</td>
</tr>
<tr>
<td></td>
<td>Multiple spring, O-ring mounted</td>
<td>—</td>
</tr>
<tr>
<td></td>
<td>Multiple spring, PTFE mounted</td>
<td>—</td>
</tr>
<tr>
<td>Single inside with flexible seats</td>
<td>Single spring, elastomer bellows</td>
<td>Metal bellows, O-ring mounted</td>
</tr>
<tr>
<td></td>
<td>Single spring, O-ring mounted</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Multiple spring, PTFE mounted</td>
<td>Metal bellows, O-ring mounted</td>
</tr>
<tr>
<td>Single inside, cartridge</td>
<td>Multiple spring, O-ring mounted</td>
<td>Metal bellows, O-ring mounted</td>
</tr>
<tr>
<td>Double/tandem, cartridge</td>
<td>Multiple spring, O-ring mounted</td>
<td>Metal bellows, O-ring mounted</td>
</tr>
</tbody>
</table>

© VBXX is a registered trademark of Inpro Companies.
The PolyChem VGRP is a fiberglass, vertical immersion, open impeller pump designed for corrosive wet-pit applications in waste handling and chemical transfer.

**VGRP Operating Parameters**
- Flows to 565 m³/h (2500 gpm)
- Heads to 110 m (350 ft)
- Pressures to 17 bar (250 psi)
- Temperatures from -30°C (-20°F) to 90°C (200°F)
- Pit depths to 4.25 m (14 ft); 6.75 m (22 ft) with optional tailpipe

**Unique Single-piece Fiberglass Column** is generously sized for strength and rigidity. Available in 0.6 m (2 ft) to 4.3 m (14 ft) lengths.

**Shaft and Bearing System** operates well below the first critical speed, resulting in less shaft whip and longer bearing life. Meets API bearing span requirements.

**Bearings** can be lubricated by external flush, or self-lubricated by the pump fluid.

**Pull-out Bearing Retainer** streamlines maintenance.

**Options**
- Simplex and duplex pit covers
- Float switches
- 316 SS, Alloy 20, Hastelloy® or titanium alloy shafts
- Particulate separators for dirty product lubrication
- Non-metallic lubrication lines
- Tailpipe

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### PolyChem GRP and VGRP Performance Curves

- **GRP Sixteen Sizes**
  - Four (4) Group 1
  - Nine (9) Group 2
  - Two (2) Group 3
  - One (1) Group 4

- **VGRP Fourteen Sizes**
  - Four (4) Group 1
  - Nine (9) Group 2
  - One (1) Group 3

### GRP Operating Parameters
- Flows to 2050 m³/h (9000 gpm)
- Heads to 150 m (500 ft)
- Pressures to 17 bar (250 psi)
- Temperatures from -45°C (-50°F) to 120°C (250°F)

### GRP Range Chart

- **Flow Rate - 60 Hz**
  - m³/h
  - gpm
  - m
  - ft
  - TDH

- **Flow Rate - 50 Hz**
  - m³/h
  - gpm
  - m
  - ft
  - TDH

### VGRP Range Chart

- **Flow Rate - 60 Hz**
  - m³/h
  - gpm
  - m
  - ft
  - TDH

- **Flow Rate - 50 Hz**
  - m³/h
  - gpm
  - m
  - ft
  - TDH
Extend Pump Life and Reduce Maintenance Costs
The Flowserv family of pre-engineered baseplates further extends pump life by reducing internal stress and vibrations. That is why Flowserv recommends reinforced rigid baseplates.

Flowserv offers a broad range of metallic and non-metallic, grout and stilt mounted designs with standard options. This provides flexibility in choosing the baseplate that best meets application needs and operating budget.

Baseplate Materials
- Steel
- Rolled steel
- Stainless steel
- Polymer concrete

Baseplate Options
- Stilt mounting
- Spring mounting
- Drain rims, pans and connections
- Polycrte mounts
- Motor feet adjusters
- Earthing points

Polybase – Polymer Concrete Baseplate
- Low installed cost
- Superior vibration dampening
- Corrosion resistant
- Superior resistance to twisting or diaphragming
- Optional catch basin and grout holes
- Inserts to mount alternate equipment configuration requirements
The Polyshield Baseplate and Foundation System is the superior solution for cost-effective, high performance pump installation. In one complete unit it combines a traditional baseplate with a formed concrete foundation for pump-drive sets.

Benefits of Selecting the Polyshield Baseplate and Foundation System

• **Time savings**
  - Quick installation time
  - Reduces time span from receipt at job site to commissioning

• **Cost savings**
  - Reduces total installed cost
  - Dramatically minimizes field rework necessary to meet specifications

• **Better performance and reliability**
  - Extended pump life
  - Reduced vibration
  - Improved corrosion resistance

• **Single structure convenience**
  - One-piece construction
  - Flat mounting surfaces
  - One-piece motor mounting block

The Polyshield baseplate and foundation system can be combined with numerous pump designs, including:

- ISO and ASME metallic and non-metallic
- Foot- and frame-mounted general industrial
- Foot-mounted between bearing
- ISO 13709/API 610

Please see Bulletin PS-90-2 for more complete product information.
ClearGuard and DurcoShield Non-Metallic Safety Guards
ClearGuard and DurcoShield pump guards permit visual inspection of coupling and seal areas, respectively, while protecting personnel from potential safety hazards of rotating parts. Constructed of durable and transparent polycarbonate with UV light inhibitors, they are designed to withstand tough chemical processing environments.

DurcoShield splash and shaft guard is a one-piece shield that envelopes the open areas between the bearing housing and casing. Suitable for applications to 150°C (300°F), DurcoShield protects from:
- Process fluid spray
- Rotating shaft and seal components

ClearGuard meets machinery guard safety guidelines. Nothing larger than 6 mm (0.24 in) in diameter can enter the shell. Furthermore, the ability to inspect the coupling through ClearGuard can provide early warning of deteriorating or malfunctioning components.

The KW941 Pump Power Monitor monitors and displays actual power to the pump, offering simultaneous protection from underload and overload operating conditions. The KW941 helps to eliminate costly downtime and expensive pump repairs caused by:
- Dry running
- Pump overloads
- Cavitation
- Blocked lines
- Closed suction or discharge valves
- Excessive wear or rubbing
CPXS and Guardian® Magnetically Driven Pumps
Flowserv offers highly reliable magnetically driven pumps to both ASME and ISO specifications. The CPXS (ISO) and Guardian (ASME) pumps are ideal for emission-free service requirements.

Operating Parameters
- Flows to 420 m³/h (1850 gpm)
- Heads to 215 m (700 ft)
- Pressures to 25 bar (365 psi)
- High temperatures design to 290°C (550°F)

Durco Mark 3™ ISO Chemical Process Pump
Conforming to ISO 2858 and ISO 5199 design criteria, the Durco Mark 3 ISO is CE marked and compliant with applicable European directives, such as ATEX.

Operating Parameters
- Flows to 1400 m³/h (6160 gpm)
- Heads to 220 m (720 ft)
- Pressures to 25 bar (365 psi)
- Temperatures from -80°C (-110°F) to 400°C (752°F)

Please see Bulletin PS-10-31 for more complete product information.
Durco Mark 3 ASME Standard and In-Line Pumps

**Durco Mark 3**
With its reverse vane impeller, SealSentry family of seal chambers, and the optional ANSI 3A power end, the Durco Mark 3 Standard pump is recognized worldwide as the premier name in ASME chemical process pumps.

**Thirty Sizes**
- Seven (7) Group 1
- Sixteen (16) Group 2
- Seven (7) Group 3

**Operating Parameters**
- Flows to 1680 m³/h (7400 gpm)
- Heads to 215 m (700 ft)
- Pressures to 27 bar (400 psi)
- Temperatures from -75°C (-100°F) to 370°C (700°F)

*Please see Bulletin PS-10-13 for more complete product information.*

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**Durco Mark 3 In-Line**
Designed to exceed ASME B73.2 criteria, the Mark 3 In-Line process pump offers improved reliability and extended pump life. The space-saving Mark 3 In-Line has broad application in chemical and hydrocarbon processing as well as in general industry. With its own independent bearing housing and rigid C-flange style motor adapter, the Mark 3 In-Line remains one of the most reliable process pump designs available.

**Operating Parameters**
- Flows to 370 m³/h (1630 gpm)
- Heads to 230 m (760 ft)
- Pressures to 24 bar (350 psi)
- Temperatures to 370°C (700°F)

*Please see Bulletin PS-10-15 for more complete product information.*
Flowserve Engineered Services is focused on providing customers with uncompromising service and support, where and when needed. Dedicated to delivering the highest quality support, Engineered Services integrates its extensive pump and materials engineering knowledge with creative service solutions. Engineered Services fully understands the business challenges facing customers and is prepared to manage solutions to succeed as a team.

A worldwide network of service and repair centers staffed by highly skilled engineers and technicians is available around the clock, seven days a week to respond to customer queries, evaluate and troubleshoot problems, and provide reliable solutions.

Flowserve has long served industries requiring superior equipment performance and service life.

- Oil and gas production
- Hydrocarbon processing
- Chemical processing
- Water resources
- Power generation
- Nuclear
- Mining and mineral processing
- Pulp and paper
- General industry

Engineered Services is dedicated to maximizing equipment performance and providing reliability-centered maintenance programs for pumps and related equipment, regardless of manufacturer. Using the FlowStar™ asset management software, Engineered Services tracks performance and supports improvement programs using a service life cycle cost business approach. The results are improved reliability and increased profitability.

Flowserve partners with customers to respond to the dynamic business conditions that affect them. Flowserve will work with customers to drive efficiency, maximize throughput and control process quality. Whether user needs involve on-site technical assistance or broader project planning with full turnkey responsibility, Flowserve Engineered Services will deliver professional, reliable results.
To find your local Flowserve representative, please use the Sales Support Locator System found at www.flowserve.com or call: +1 937 890 5839.