

Comprehensive service solution in Indonesia





At KSB, we recognize the invaluable currency of time and the importance of reliability within your business.

Whether you're in building services, general industry and water transport to wastewater treatment, chemical/petrochemical, power plant processes, and mining, our dedicated team of experts is committed to tailoring our services to meet your specific needs, ensuring that your operations run smoothly, and downtime is minimized. Working under the KSB SupremeServ brand name, supported by more than 50 dedicated employees, taking the concept of service to an entirely new level in Indonesia.



Our commitment

Regardless of whether you need support in installing and commissioning your equipment, maintenance, repair, customized service concepts, spare parts installed base replacement, and rebuild, KSB SupremeServ is on hand to help you over the entire life cycle of your system. Our professional team of engineers and our large scope of services understands and cares about our valuable customers. We continually improve in providing service excellence to customers and partners throughout Indonesia.



Our offerings

From classic and digital service concepts: KSB is there for you with comprehensive services to help relieve the pressure and reduce the life cycle cost of your most challenging pump problems, tailoring our services precisely to customer unique requirements, and ensuring the seamless flow of your operations. KSB SupremeServ Indonesia brings knowledge and creative solutions to improve equipment reliability and system performance as well as provides the integrated services, your service partner for the entire product life cycle.

Field service

Repairing and overhaul KSB and non-KSB pumps and valves, repairing and full maintenance program covering variety of products including:

- Dewatering pumps.
- End suction/centrifugal pumps.
- Slurry and submersible pumps.
- Multi-stage pumps (centrifugal and axial pumps).
- Split-casing pumps (single and multistage pumps).

Supervision of installation and commissioning

KSB SupremeServ offers supervision of and or installation and commissioning of pumps and valves, including necessary automation equipment and entire systems.

Our customers can rely on experienced system specialists from KSB SupremeServ to install pumps and valves which include:

- Inspection of the supplied pumps, valves, etc.
- Verification of system requirements and conditions.
- Supervising all installation steps.
- Leak tests.
- Correct alignment of the pump sets through the latest laser equipment.
- Inspection of measuring instruments fitted for pump protection.
- Supervising the commissioning, test runs, and trial operations including records of operating data.
- On-the-job training of operating staff.

Our benefits:

- A single point of contact within KSB throughout the entire installation phase, also for products from other manufacturers.
- Optimization of costs thanks to professional planning, implementation, and compliance with deadlines.
- Reliability and safety, particularly during the start-up period, are ensured by experienced KSB system specialists with manufacturer know-how.



Supervision of installation and commissioning for mining industry

Reliability right from the start: KSB SupremeServ team is ready to take care of the entire system by overseeing pre-commissioning of pumps and valves for mining applications. Our service specialists can carry out installation and supervision as well as the commissioning of Dewatering and Dredge pump sets (DnD) for operation in open-pit mines and GIW® Slurry Pumps.



KSB SupremeServ Mining team offers supervision of and or installation and commissioning of pumps and valves, including necessary automation equipment and entire systems. KSB's services include the entire setting-up process and cover everything you need for a smooth start from the word go - from the pump and valve installation, commissioning, and alignment to automation. KSB also offers test runs and instructions for your personnel.





Annual Maintenance Contract (AMC)

Maintenance refers to checks, inspections, and care required to be regularly performed in defined intervals during service life. The maintenance schedule and scope are specified in the operating manual. Maintenance contracts are often provided on a product-related basis. Regular maintenance of pumps and drives prolongs their service life and saves costs. The related work includes the outside upkeep of pumps and pump sets, maintenance of bearings and shaft seals, as well as like work, e.g. inspection.

KSB SupremeServ offers a customized Annual Maintenance Contract (AMC) consisting of a maintenance plan according to the customer's needs. The scope of negotiation regarding the contract time span, budget requirements, and specificity in various areas, KSB SupremeServ is ready to supply.

To maintain pump functionality effectively on a long term basis would require our maintenance contract, guarantee optimal pump standards. The maintenance contract is referred to as an inspection contract, it is product-specific allowing intervals, scope of services, and commercial terms as well as conditions to be defined between the customer and pump manufacturer. This will ensure our pumps are maintained at the highest standards, ensuring reliability and decreasing unscheduled downtime. Resulting in a reduction in energy consumption and maintenance costs.

KSB SupremeServ comprehensive service includes preventive maintenance including vibration analysis, pump performance test, and monitoring, pump overhaul as well as inspection and recommendation for spare part stock from our service specialist.



On-site service

Our expertise in planning as well as installing pumps and valves services are ensured by experienced and qualified KSB SupremeServ specialists. In the event of a failure, KSB SupremeServ is always ready to respond quickly.

Our on-site service covers:

- Inspection and repair of pumps and valves, regardless of the make.
- Adjustments to match changes in plant conditions.
- Implementation of measures for optimization.
- Modernization to the latest state-of-the-art.
- Motors and other rotating equipment are also serviced.
- Measurement services, for example, vibration, noise or characteristic curve measurement.

Our benefits

- One contact within KSB for pumps, valves, and other rotating equipment.
- Quick assistance and comprehensive KSB service around the clock.
- Mobile service specialists who are quickly on site.
- Flexibility when additional staff is needed.
- Certification for process engineering and respective facilities ensure safety and reliability.

KSB SupremeServ offers professional and fast service for pumps of any make and, if required, can modernize them to the latest technological standards.

KSB SupremeServ Workshop

Our main workshops are located in Cibitung and Balikpapan where all types of pumps are covered, repair, maintenance, and servicing from KSB workshop with detailed offerings:

- Repairing and overhauling pump, single to multistage, submersible pump, vertical turbine pump (including non-KSB pumps). Repairing and overhauling KSB valves.
- Reverse engineering KSB and non-KSB pumps.
- Retrofit.



The new 2,000 m² service workshop, coupled with a 20t overhead crane and 2X 500kg jib crane, is part of KSB's commitment to sustainable development, ensuring customer satisfaction, and delivering service excellence for our customers.

KSB SupremeServ offers professional as well as fast service and repair for pumps of any make and model, and all rotating equipment. Whether you need assistance in our workshops, KSB SupremeServ is there to tackle all of your emergency.



Mechanical seal workshop

As the mechanical seal is a key element for a pump, KSB provides mechanical seals for a wide range of applications and sizes. Also, KSB develops and produces non-engineering and engineering seals as well as cartridge-type seals for numerous KSB type series. KSB SupremeServ Indonesia offers refurbishment/replacement, direct retrofit, and provides one-day repair/lapping service (without part replacement) for mechanical seals located at KSB SupremeServ Mechanical seal workshop in Cibitung.





System Efficiency Service (SES)

The SES ensures pump optimization with efficiency in energy consumption. The comprehensive system analyses and identifies potential savings that are tapped within an installation. Detailed insight into pump installation, optimizes the energy efficiency of your pumps and systems, saving energy cost, and reducing CO₂ emissions.

The system analyses for pumps and systems are primarily suitable for the following applications:

- Energy
- Industry
- Water

How the SES from KSB works:

A data logger takes measurements on-site and records process to determine the operating behavior. KSB determines the actual load profile of the pumps (suction and discharge pressure, actual flow as well as actual power consumption) and compares this with the design conditions. The aim is to identify potential savings and causes of any damage, the optimized energy savings in pumps and systems. After measurement and analysis with SES, the customer will be given a detailed overview of the current energy efficiency of their pumps and systems. On this basis, KSB makes recommendations for increasing energy efficiency as well as ensuring the sustainable operation of pumps, valves, and plant systems, this also considerably reduces life cycle costs.

Reverse engineering

Whenever you need parts for KSB pumps and valves or third-party products, our reverse engineering service is the ideal solution. Take advantage of our rapid manufacturing processes to order castings, machined parts, and complete assemblies for pumps, valves, and other rotating equipment. Get high-quality spare parts from a single and reliable source.

Discover how our reverse engineering processes have benefited our customers. We offer short delivery times, solutions for obsolete original parts and longer service lives thanks to upgraded designs, higher-grade materials or KSB's own high-quality materials. Furthermore, we help you to avoid system modifications.



We engineer everything from entire assemblies to spare parts. Our offering includes centrifugal, reciprocating and vacuum pumps, compressors, motors, gear boxes, mixers, fans, and valves. We manufacture cast as well as machined parts such as casings, bearing housings, covers, impellers, shafts, sleeves, rings, pistons, and more. We pour over 300 alloys. Our foundries are designed for maximum flexibility to support our customer's changing needs. We are equipped to pour ferrous, non-ferrous, nickelbase, and cobalt-base alloys.

Our service specialists can improve your mean time between repairs (MTBR) and reduce your maintenance costs by developing quality solutions that meet your needs and expectations, demonstrate the visual form of a document or a typeface without relying on meaningful content, fast manufacturing and delivery in emergency cases, be independent of OEM spare part policies. We offer three different delivery categories depending on the urgency of your order: regular, express line, and emergency case.





KSB original spare parts

Even KSB pumps and valves will eventually require spare parts or need to be repaired after they have been in operation for a certain period. KSB spare parts solutions ensure your pumps, valves, and rotating equipment provide safe and reliable operation.

With its inventory management service, KSB provides recommendations for maintaining optimum spare parts stocks and preventing excess stocks or shortages of spare parts.

System availability and efficiency depend- among other things- on the availability of spare parts. Ensuring spare parts are in stock when required can therefore be very expensive for many companies. One way of minimizing costs is to stock only as many spare parts as are necessary. KSB's inventory management supports this process.

Benefits of KSB's spare parts service

- Short delivery times.
- Replacements for original parts that are no longer available.
- Longer service lives thanks to upgraded design, higher-quality materials or KSB's special materials.



Benefits of original KSB spare parts

Available worldwide

KSB supplies customers anywhere in the world with all the spare parts they require. In addition, our competent staff with comprehensive pump know-how provides consultancy even on-site.

Warranty for original spare parts

All original spare parts, such as pump impellers, are covered by KSB's warranty (under special terms and conditions). Our spare parts are of the highest quality and will keep your system running for years.

High-grade materials and top quality

KSB's reliable new pumps and related spare parts, such as pump impellers, are manufactured using the same machines. This ensures consistently high quality for all our products.

24-hour order service

To avoid downtime, KSB processes all orders quickly and to the satisfaction of its customers. Many spare parts are even dispatched within 24 hours of receiving an order under special terms and conditions.

Pump know-how

KSB offers advice on all aspects of spare parts provisioning and optimum maintenance cycles. This allows you to take advantage of useful modifications and innovations. We continually focus on research and development to make your system not only reliable but also state-of-the-art.

The pump rental provider for mining applications





Optimal production management depends on the continuous operation of your facilities. When you need equipment for a specific pumping application for a limited period, make use of the KSB SupremeServ equipment rental service. The rental fee is calculated based on the model chosen and the period of use. Our offer will also include a long-term rental option with negotiated rates. All rental pumps are checked and serviced before they leave KSB, ensuring that they are always 100% prepared for the job industry's standard. Our service specialists at Sangatta service point are ready to support you.

As a manufacturer and expert in pumping solutions, KSB SupremeServ Indonesia meets the need by offering the pump rental service for mining applications focusing on DnD (Dewatering and Dredge pump set) series. The rental pump service from KSB is a cost-effective alternative to buying a pump. Since 2017, KSB Indonesia has been a trusted pump rental provider for the world's largest producer and exporter of thermal coal in the region Sangatta, East Kalimantan. We also have been appointed as the pump rental provider by the world's largest mining services provider since 2016.

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