



# **6 CRITICAL QUESTIONS YOUR OPERATION SHOULD ASK SERVICE PROVIDERS**

BEFORE AN ELECTRIC MOTOR OR PUMP FAILURE COSTS YOU  
HUNDREDS OF THOUSANDS OF DOLLARS IN DOWNTIME



# Did You Know?

Equipment failure can cost **\$200,000 or more every single hour** a critical piece of equipment is down. Once an electric motor, pump, or control panel fails, the clock is ticking for repairs or replacement.

How long can you afford to wait?

Here are **5 critical questions** to ask any repair and service professional to keep your downtime minimal and your operation shielded from preventable failures.

**1**

**Are they really available to come on-site 24/7?**

An estimated 82% of managers stated that emergency repair services were essential for their facility's success. Many motor and pump repair and maintenance services promise they are available 24/7. But what they really mean is that you might get someone on the phone within 24 hours.

When a motor blows up, a pump fails, or a control panel acts up, that is just not good enough. Ask how quickly they can arrive on-site and fix the problem.

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## 2

### Does the company provide a complete package, including repair, maintenance, installation, testing,

Unless the technician is familiar with the installation, they may not be fully qualified to fix the machine. And without the right tools to run diagnostics, they'll waste expensive and unnecessary time fiddling and troubleshooting. You might end up paying for the same fix twice.

Moreover, if they don't also sell the equipment, they may not have access to replacement parts. You can't afford to wait while the technician calls five other people, only to find out that the part you need is completely sold out across the region.

**You need a service provider that can do more than grease a bearing—they need to run diagnostics, fix machines, and have access to inventory.**



## 3

### Do they provide preventative maintenance & education?

A quick fix can get you through the short term. Many repair services are happy to slap a cheap band-aid on the problem and let your equipment limp until you call them back to fix the next problem.

While this is a short-term option for your facility, it could cost you hundreds of thousands in unnecessary downtime every year.

The best repair providers focus on preventative strategies and educating the maintenance team because they understand that's the best way to keep facilities running. Choose a service partner that can provide preventative maintenance services and educate your staff on best practices for equipment care.

**Look for a provider that is proactive, future focused and willing to train your team to save you money in the long run.**



# 4

## Can the technician tell you what went wrong?



Pass/fail tests can only tell you one thing. That something's broken but you still don't know exactly what went wrong (or how to prevent the failure in the future).

Clear diagnosis is essential for efficient and effective repair. In a survey plant managers, **68% of respondents stated that clear communication was critical for choosing a service partner.**

Ask your potential service provider if they are able to give you detailed information so that you and your team can better learn how to prevent downtime in the future.

**A pass/fail test isn't very helpful. You need a detailed Root Cause Failure Analysis and a proactive preventative maintenance plan.**

# 5

## Can they offer personalized service while still being large enough to access the latest technology?



Customized service ensures that your specific needs are met. There is a sweet spot in the size of the repair company you do business with. In a survey by Thomasnet, **44% of manufacturers stated that customized service was the most important factor when choosing supplier.**

**Too small** and they may not have access to the latest diagnostic technology or the ability to keep inventory on hand.

**Too big** and your facility is just one more name on a spreadsheet or waiting list.

Ask potential service providers where your facility falls on their list of priorities.

**A personalized experience and one point of contact is the best way to make sure your unique demands are met.**

# 6

## What's their safety record?



When you hire a repair service, you open the doors of your facility to their team, 24/7. They will be operating, testing, and working on equipment on the floor or in the field, exposing them to environmental and job-related hazards and potentially exposing you to liability.

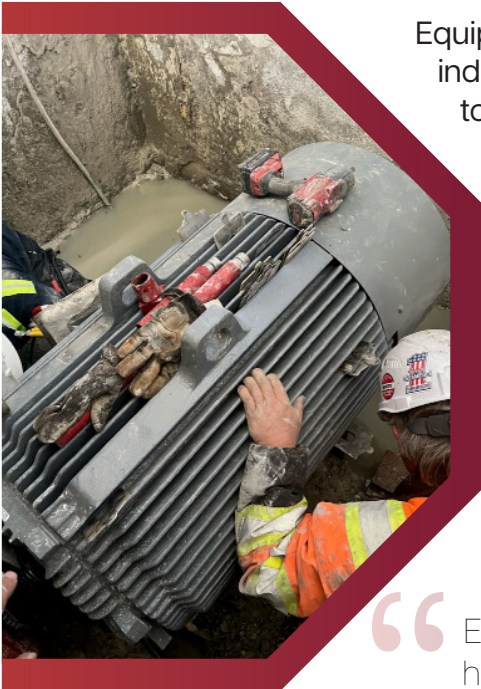
You must be confident in their ability to work safely and meet OSHA requirements when onsite and have the right insurance in case something goes wrong.

**Don't let a technician become a liability.  
Find a repair provider you trust.**

# What Ace Brings to the Table

1

**Ace Electric Motor & Pump is Actually Available 24/7**



Equipment failures and downtime is a reality in your industry. And those failures are expensive. According to a 2022 Data Center Resiliency Survey, **over 60% of outages cost more than \$100,000.**

But the frequency of failure and the amount of time it takes to get running again is within your control. We provide emergency service and repair including laser shaft alignment, on-site balancing, and conditions monitoring and testing.

**We offer 24/7, 365 field services to get you up**

“ Everyone was great, from the fab shop to the office. I had a part that needed to be fabricated, they slid me in-between all their other work and finished in a couple of hours. They could have charged just about anything as I needed the part, but it was way more than fair. You could spend your time surfing around, or get down to Ace and get back up and running.

- REX HUFFMAN

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## 2

### Ace Has Over 70 Years' Experience & the Industry's Top Technicians.

Our experience has taught us a lot about the equipment we maintain and the level of service we want to provide. We will meet or exceed the standards of the Electrical Apparatus Service Association, a level of service only provided by the top 3% of service providers.

Ace also attracts the leading technicians in the industry. We value our employees and know that if we want to keep top talent, we have to take care of them. We are proud to employ the very best.



**Ace provides the highest class of service and an industry-leading warranty.**

## 3

### Ace is A One Stop Shop

We provide on-site equipment repair, ongoing maintenance, and educational seminars to handle any current and future problems our customers face. We provide...



**Electric Motor Repair**



**Precision Machine Shop**



**Industrial & Commercial Pump Repair**



**Worry-Free Maintenance**



**Electrical Contracting**



**On-Site Maintenance & Repair**



**New Equipment Sales**



**Electric Motor Seminars**

**When an electric motor or pump fails, we diagnose the problem, fix it immediately, quickly source broken parts, and teach the maintenance team how to prevent failures and fix equipment in the future.**

# 4

**Ace is large enough to meet industry demands, but small enough to provide personalized and flexible solutions.**



Our technicians are some of the most experienced and educated in the field of electric pumps and motors. If you have it, we've fixed it. But unlike some of the other service companies, we're nimble enough to pivot when the unexpected happens, like adjusting to supply-chain shortages and increasing prices.

Even better, the size of our company means that we can give our customers the attention they deserve. Each of our clients has a dedicated account manager that works closely to help identify, plan, and execute your maintenance goals.

**When an electric motor or pump fails, we'll be there, no matter what.**

# 5

**Ace is proactive & future focused**

A regular, preventative maintenance schedule can shield facilities from crippling downtime. Preventative maintenance allows us to efficiently service parts to decrease wear and tear and improve function, note parts soon to fail and ensure they are in stock, and predict and communicate any future failures. An hour or two of our time can save our customers hundreds of thousands of dollars.

Part of a proactive approach to electric motor and pump maintenance is empowering your maintenance team to maintain equipment and troubleshoot equipment failures on site. Our seminars give them the confidence they need to spot common failure patterns before they result in critical breakdowns.

**Get ahead of machine failures through preventative maintenance and employee education.**

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One of the best training seminars I've ever been at! They explained basic maintenance, lubrication, the benefits of belt tensioning, and the effects of vibration on stored motors in layman terms! I would greatly encourage anybody to contact Ace and to set up training with him but also to go to them with any of your motor needs because with his vast knowledge and experience you can do wonders for everything you're dealing with when it comes to motors! He is even able to find those

motors that nobody else can find!

-WOODY / GRUPE COMMERCIAL

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When you open your doors to our team, you can be confident that you are working with experienced professionals that put safety and efficiency at the forefront of their business practices.

Our insurance coverage exceeds industry standards so you can rest easy while we're working on site.

**You've got a facility to manage. Let us worry about keeping it running.**



# We Know Motors

Don't let incorrect motor installation damage your facility and shut down production. As a testament to our commitment to keep your facility running to its full potential all motors purchased from Ace Electric Motor & Pump Co and installed by our professional team come with a complimentary warranty 1 year beyond that provided by the manufacturer.

## We specialize in...

- Motor Repair
- Motor Reconditioning
- Motor Rewinding
- Bearing Changes
- Machine Work
- Explosion Proof
- Recertification
- Dynamic Balancing

## Why Rewind?

- Specialty motors can be difficult to locate making rewinding the quickest method to get systems back on line without complete overhauls.
- Rewinding is a cost-effective and standardized option vs completely replacing an electric motor.
- Rewinding extends the overall lifespan of an electric motor
- Rewinding can be the only option during material shortages

# We Know Pumps

Pumps are critical facility assets for many industrial and commercial businesses, large or small. When pumps break down, it can cause significant disruptions to business operations. They have to be fixed before they lead to catastrophic failures.

## Ace services a wide range of industrial and commercial

- Submersible Pumps
- Centrifugal Pumps
- Multi-Stage Pumps
- Booster Pumps
- Circulating Pumps
- Wastewater Pumps
- HVAC Pumps
- Storm Water Pumps

## Ace offers a wide range of pump repair services

- Overhaul and repair of all types of pumps
- Laser alignments
- Vibrational testing
- In-house machining and fabricating
- Pump Shop Field Services
- Mechanical seal diagnosis and repair
- Pump and related material upgrades
- Preventive maintenance
- Factory training on VFD drives
- In-house blasting
- In-house welding
- Installation and start-ups
- Commercial, Municipal and Industrial Pumps
- Outside field service including on-site repair and maintenance

# Let's Get Started.

1

Call now to book an Ace Action Audit.

2

Send your equipment to our facility, or schedule on-site pickup.

3

Once you choose whether to repair or replace, the Ace team will get to work to deliver you a solution.

## CALL US. BEFORE YOU NEED US



(209) 464-6428



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**PROUD TO SERVICE CENTRAL & NORTHERN CALIFORNIA**

### AREAS WE SERVICE

Brentwood · Davis · Discovery Bay · Elk Grove · Escalon · Folsom · Galt · Jackson  
· Linden · Lodi · Manteca · Modesto · Oakdale · Oakley · Patterson · Pleasanton ·  
Roseville · Sacramento · Salida · Sonora · Stockton · Sutter Creek · Tracy · Turlock