



\$20,000 Mistake: The Perils of Choosing Pirate Parts Over NETZSCH Original Equipment

A Case Study on the Importance of NETZSCH Original Spare Parts

When “Or-Equal” Became a \$20,000 Paperweight

During a routine sales visit to a Northeast wastewater treatment plant (WWTP), a NETZSCH distributor, Wood Equipment, was alerted to declining performance in their NETZSCH 4NESP100 pump, installed in 1988. Upon inspection during a scheduled shutdown, the rotor was found to be significantly worn. Wood Equipment promptly provided a quote for a replacement NETZSCH rotor.

However, complications arose when the part appeared on the WWTP headquarters’ ERP/bid portal with the phrase “or-equal proposals accepted.” Despite Wood Equipment’s warnings about the risks of using a non-NETZSCH or “pirate” part, the purchase order was awarded to a counterfeit part provider.

The Fallout: A \$20,000 Incompatibility

Weeks later, the WWTP lead operator

reported that the counterfeit rotor was incompatible with the pump, rendering it a \$20,000 paperweight. The pirate part provider refused to take the part back, and the WWTP purchasing department was unresponsive. Operations were left with a non-functional pump and a significant financial loss.

The Hidden Dangers of Pirate Parts

Counterfeit parts, often manufactured with substandard materials and lacking rigorous testing, can lead to:

- **Incompatibility with existing equipment:** Counterfeit parts may not fit or function as intended, leading to operational disruptions.
- **Increased wear on other components:** Inferior materials can accelerate wear on adjacent parts, leading to more frequent replacements and higher maintenance costs.
- **Safety hazards:** Substandard components can compromise safety, leading to potential hazards in the workplace.
- **Loss of warranties:** Using



Picture of the pirate rotor part and the previously used original NETZSCH rotor to be replaced after many years of service. The pirate part was the wrong length and had the wrong joint head, therefore it would not fit.

non-original parts can void manufacturer and distributor warranties, leaving operators responsible for all repair costs.

- **Higher total cost of ownership:** While counterfeit parts may offer initial savings, their lack of durability and potential to cause further damage can result in higher long-term costs.

The NETZSCH Solution: Original Parts for Optimal Performance

This incident underscores the critical importance of using NETZSCH original spare parts. NETZSCH parts are designed and tested to meet the highest standards, ensuring:

- **Perfect compatibility:** Original parts fit seamlessly, maintaining pump performance and reliability.
- **Extended equipment lifespan:** High-quality materials and precise manufacturing reduce wear and tear.

WTP Pump Data

Pump type:	4NESP100
Flow Rate:	40 gpm / 9 m ³ /h
Pressure:	60 psi / 4 bar
Medium:	Thick sludge
Temperature:	Ambient

- **Enhanced safety:** Original parts adhere to strict safety standards, minimizing risks.
- **Preserved warranties:** Using original parts ensures that manufacturer and distributor warranties remain valid.
- **Lower total cost of ownership:** Investing in quality parts reduces the need for frequent replacements and costly repairs.

Contact NETZSCH:

NETZSCH customers rely on our rigorous standards in design, engineering and manufacturing to deliver products with absolute functional reliability and exceptional quality. NETZSCH service, like NETZSCH quality, is geared to surpass our customers' expectations.

Lesson Learned: Quality Over Short-Term Savings

The WWTP plant learned a valuable lesson: opting for counterfeit parts may seem like a cost-saving measure but often leads to significant hidden costs, including operational disruptions, safety hazards, and financial losses. By choosing NETZSCH original spare parts, businesses can avoid the pitfalls of counterfeit equipment and safeguard their operations.

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