Spark – User guide

November the 15th, 2016

Spark

Spark is Xylem new web site for spare part selection of Lowara brand.

It's very fast and user friendly. It can adapt to the dimension of your screen, although it's best viewed at a resolution of 1680 x 1050.

You can open it at URL www.lowara.com\spark.

Common elements of web pages
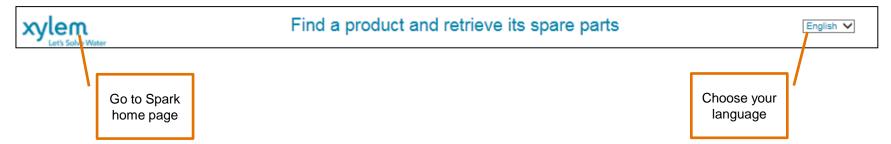
All of the web pages share four common elements:

1. Title bar
2. Menu bar
3. Body, containing all of the information specific to the page
4. Footer

Common elements of web pages

The **title bar** has the following structure:

Clicking on the logo on the left ("Xylem") will redirect you to the spark home page.
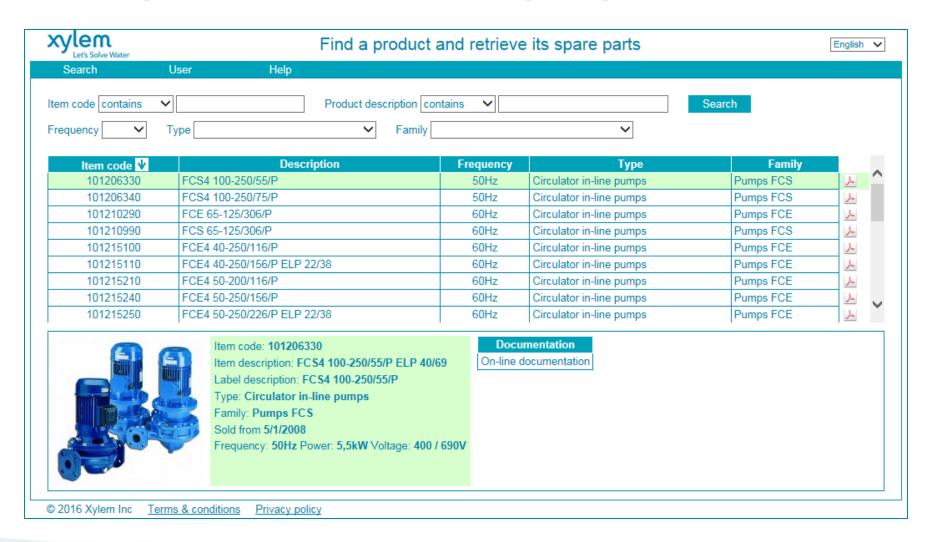
You can choose your language from the drop button on the right.

The **footer** has the following structure:

Click on "Terms and conditions" and "Privacy policy" to view Xylem policies.

Find a product and retrieve its spare parts
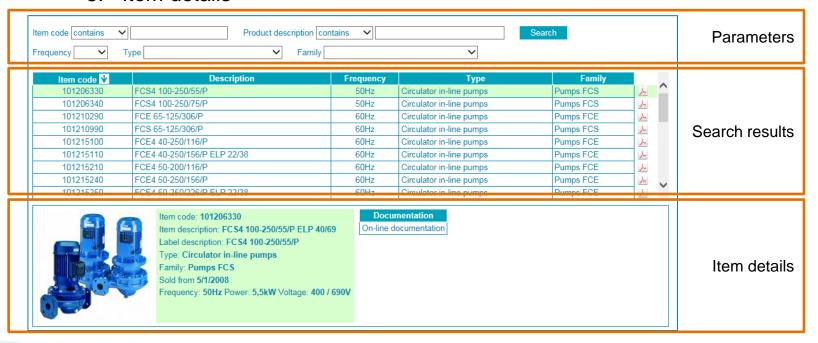
Find a product and retrieve its spare parts

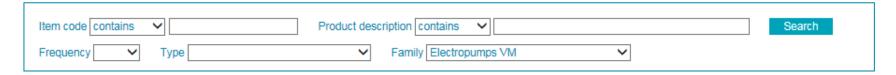This is the home page of the web site. With this page you can identify an item code and then retrieve its spare parts.

The page is structured in three parts:

1. Parameters
2. Search results
3. Item details

Parameters

Search results

Item details

Find a product and retrieve its spare parts

Parameters section

With the parameters section you can filter the list of finished goods.

Item code: if you know the item code you are looking for, you can write it in this text box. The item code can also be a partial string. In this case you can choose how to treat the string by selecting the desired option in the drop down list on the left of the text box.

- **Contains**: the list will show the item codes that contain the string written in the text box. For example, "Contains" and "E" selects "13274R00E", "50002PE00 " and "E501010AA.
- **Starts with**: the list will show the item codes that start with the string written in the text box. For example, "Starts with" and "E" selects only "E501010AA.
- **Ends with**: the list will show the item codes that end with the string written in the text. For example, "Ends with" and "E" selects only "13274R00E.

Currently we don't include customized items in the spare part selection, so you should write only the first nine characters of the item code. For example, if the finished good you are looking for is "107540000XXXUAA", you should search for "107540000".
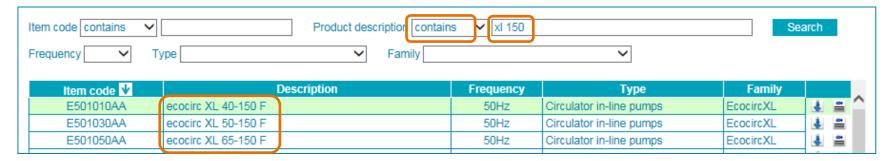
Find a product and retrieve its spare parts

Product description: if you know the item description, you can write it in this text box. The item description can also be a partial string. In this case you can choose how to treat the string by selecting the desired option in the drop down list on the left of the text box.

- **Contains**: the list will show the item descriptions that contain the string written in the text box. For example, "Contains" and "E" selects "1HM02P03T5RVB**E**", "FC**E** 40-200/40A/P" and "**E**SHE 25-125/07/S25RSNA".
- **Starts with**: the list will show the item descriptions that start with the string written in the text box. For example, "Starts with" and "E" selects only "**E**SHE 25-125/07/S25RSNA".
- **Ends with**: the list will show the item descriptions that end with the string written in the text. For example, "Ends with" and "E" selects only "1HM02P03T5RVB**E**".

Find a product and retrieve its spare parts

You can use multiple chunks of a string separating them with a space (blank). For example, if you want to filter all of the finished goods the description of which contains "xl" and "150", you can write "xl 150" in the text box, select "contains" in the drop down list and click "Search". The result of the search will be:

Item code	Description	Frequency	Type	Family		
E501010AA	ecocirc XL 40-150 F	50Hz	Circulator in-line pumps	EcocircXL		
E501030AA	ecocirc XL 50-150 F	50Hz	Circulator in-line pumps	EcocircXL		
E501050AA	ecocirc XL 65-150 F	50Hz	Circulator in-line pumps	EcocircXL		

Frequency, **Type**, **Family**: if you don't know the item code or description or if you would like to search products by their type, you can use the related drop down lists.

Find a product and retrieve its spare parts

Search results section

Item code ▼	Description	Frequency	Type	Family
104602010	1VM02P03T5RVBE	50Hz	Elettropompe di superficie multistadio	Elettropompe VM
104602020	1VM03P03T5RVBE	50Hz	Elettropompe di superficie multistadio	Elettropompe VM
104602030	1VM04P04T5RVBE	50Hz	Elettropompe di superficie multistadio	Elettropompe VM
104602040	1VM05P05T5RVBE	50Hz	Elettropompe di superficie multistadio	Elettropompe VM
104602050	1VM06P07T5RVBE	50Hz	Elettropompe di superficie multistadio	Elettropompe VM
104602060	1VM07P07T5RVBE	50Hz	Elettropompe di superficie multistadio	Elettropompe VM
104602070	1VM08P11T5RVBE	50Hz	Elettropompe di superficie multistadio	Elettropompe VM
104602130	2VM02P03T5RVBE	50Hz	Elettropompe di superficie multistadio	Elettropompe VM

In the search results section you can find the list of items selected via the parameters. You can sort the list by clicking the column headers. You can also see the item details either simply clicking the line. The background of the selected line will turn green.

104602380	10VM03P15T5RVBE	50Hz	Surface multistage pumps	Electropumps VM
104602390	10VM04P22T5RVBE	50Hz	Surface multistage pumps	Electropumps VM
104602400	10VM05P30T5RVBE	50Hz	Surface multistage pumps	Electropumps VM
104602410	10VM06P30T5RVBE	50Hz	Surface multistage pumps	Electropumps VM

1 2 3 4

If your filter has extracted a lot of finished goods, you can page or scroll up or down to navigate the list.

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Find a product and retrieve its spare parts

To see the list of spare parts for an item, click the icon on the right of the line. This icon can have two different aspects:

- Shows the pdf with the list of spare parts
- Shows a web page with the list of spare parts as explained in the chapter "Spare part list"

The reason of this different behavior in that before we created this new web site based on a database, the spare part lists were handled in pdf files. The migration from the pdf version to the database takes time, so we decided to offer you the opportunity to immediately take advantage of the new search options by creating a web page able to work contemporarily with the old spare part pdf as well as with the new presentation method based on tables. As we move forward with the migration, the presence of the pdf icon – and thus of the spare part pdf – will decrease till it will disappear completely.

Find a product and retrieve its spare parts

Item details section

Item code: 104602010
Item description: 1VM02P03T5RVBE ELP 23/40
Label description: 1VM02P03T5RVBE
Type: Surface multistage pumps
Family: Electropumps VM
Sold from 9/1/2013
Frequency: 50Hz Power: 0,3kW Voltage: 220-240 / 380-415V

Documentation
On-line documentation in English
On-line documentation in Italian

In the item details section you can find some information useful to identify the item you are looking for. If the finished good is obsolete, it'll be written in the notes. Usually Xylem sets up a spare part plan to be able to give availability within five years from the phase out date.

From the item details section you can also open the available documentation clicking on the list on the right.

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Spare part list

Number	Part description	Part description	Quantity	Recommended	Special	Description of special
1	150760600	Impeller	2	X		
2	KL01AFF	Kit mechanical seal and O-Ring	1	X		
2	KL01AFG	Kit mechanical seal and O-Ring	1	X	Standard option	QBE - Silicon carbide, Carbon, EPDM
2	KL01AFH	Kit mechanical seal and O-Ring	1	X	Standard option	QQE - Silicon carbide, Silicon carbide, EPDM
2	KL01AFK	Kit mechanical seal and O-Ring	1	X	Standard option	VBV - Ceramic, Carbon, FPM
2	KL01AFL	Kit mechanical seal and O-Ring	1	X	Standard option	QBV - Silicon carbon, Carbon, FPM
2	KL01AFM	Kit mechanical seal and O-Ring	1	X	Standard option	QQV - Silicon carbide, Silicon carbide, FPM
2	KL01AFW	Kit mechanical seal and O-Ring	1	X	Standard option	QBK - Silicon carbide, Carbon, FFPM

Spare part list

When you click the icon for spare part list 📑 on the "Find a product and retrieve its spare parts" web page, you are redirected to the related page that shows the drawing and the list of spare parts for the selected finished good.

The number on the drawing corresponds to the number of the spare part code in the list. You can zoom in and out the picture.

The white lines are for the standard version of the product. Lines with a yellow background contain information about the standard options, described in the column «Description of special».

If the spare part is recommended it will have an «X» on the column «Recommended».

Clicking on the pdf icon 📕 will bring up a pdf version.

If a spare part has its own spare part list, as in the case of a motor, you'll be able to click an icon 📑 on the right to open the list.

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Feedback

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Send a feedback

Through this page, you can send us a feedback about the web site. We'll record all of the messages and evaluate them., but won't necessarily answer your message directly. Please use this page to send only feedbacks related to technical aspects of the web site – i.e. missing features, bugs, errors in spare part data – and not to ask for information related to missing item codes or similar business requests.

Name or email: this field is optional. If you provide this information, we'll be able to reach you in case we need further explanation. We won't use your name or email for any commercial purpose, nor will we share it with any third party entity. If you enter this info, it will be remembered the next time you send feedback.

Feedback: insert your message in this text box.

When you click send, the message will be recorded in our database and you'll receive a confirmation message on your screen.