



# ***GODIVA***

**SERVICE BROCHURE**

A Trusted IDEX  
Fire & Safety Brand



# **GODIVA – OVER 85 YEARS OF EXCELLENCE IN THE MANUFACTURE & MAINTANCE OF FIRE PUMPS.**

Founded in 1937 in Warwickshire, UK, Godiva are one of the world's leading manufacturers of pumps in the fire and safety industry.

As a pioneer in fire pump technology, Godiva produces pumps in its own manufacturing facilities by employing the most modern of manufacturing techniques and stringent quality control measures to the highest standard with precision engineering, commitment and passion.

Ensuring that every fire pump bearing the Godiva name meets the highest standards of reliability, durability and performance.



# WHY SERVICE YOUR GODIVA PUMP?

With specialist equipment, regular services maintain reliability and performance in the field. At Godiva our highly skilled technicians offer multiple service packages to assist you in supporting the longevity of your pumps.

Available Service Packages are:

## ESSENTIAL SERVICE PACKAGE

The essential service package is the entry-level offering and provides essential service & features. It covers the fundamental needs of customers to ensure reliability and peace of mind.

## DYNAMIC SERVICE PACKAGE

The dynamic service package is a step beyond the essential service package. It includes all the features of the essential package, along with several supplementary benefits that cater to customers seeking more comprehensive and specialised services.

## PERFORMANCE SERVICE PACKAGE

The performance service package represents the highest tier of service and is tailored for customers who are seeking the utmost level of attention, customisation, and support. This package encompasses all the features and benefits of the essential and dynamic packages and goes beyond by offering exclusive perks and highly a personalised experience.

## + FLEET SERVICE. MORE INFORMATION AND BESPOKE PACKAGES

### WARRANTY

Parts supplied within the service packages come with a 6 months warranty, subject to terms and conditions.



# PRIMA P1+P2



Content   PRIMA P1 + P2	Essential	Dynamic	Performance
Site visits to include parts, labour and travel	x	x	x
Health and performance test on the pump	x	x	x
Vacuum test	x	x	x
Pressure test	x	x	x
Low-pressure and high-pressure tests	x	x	x
Oil change in bearing house and gearbox if applicable	x	x	x
Washout the RTP and high-pressure filter	x	x	x
A detailed workshop report to include any recommended work to be carried out	x	x	x
Wear rings		x	x
Mechanical seals			x
Strip down of the piston primers and seals replaced			x

# PRIMA CAFS



Content   PRIMA CAFS	Dynamic	Performance
Site visits to include parts, labour and travel	x	x
Health and performance test on the pump	x	x
Vacuum test	x	x
Pressure test	x	x
Low-pressure and high-pressure tests	x	x
Oil change in bearing housing, gearbox and compressor	x	x
Washout the RTP and high-pressure filter	x	x
A detailed workshop report to include any recommended work to be carried out		x
Flow and water calibrations	x	x
Replacment of front and rear wear rings and mechanical seals		x
Oil filter (compressor) changed		x
Air filter replaced		x
Hp filter cleaned out		x
Check the compressor drive belt and tensioner		x

# KP1 + KP2



Content   KP1 + KP2	Essential	Dynamic	Performance
Site visits to include parts, labour and travel	x	x	x
Health and performance test on the pump	x	x	x
Vacuum test	x	x	x
Pressure test	x	x	x
Low-pressure and high-pressure tests	x	x	x
Oil change in gearbox	x	x	x
Washout the RTP and high-pressure filter	x	x	x
A detailed workshop report to include any recommended work to be carried out	x	x	x
Replacment of front and rear wear ring and mechanical seals		x	x
Strip down of the piston primer and seals replaced			x
Primer valve cleanout			x
Wear rings			x
Mechanical seals			x



# PORTABLE GP12-17/10 GP8/5



Content   PORTABLES GP12-17/10 GP8/5	Dynamic	Performance
Site visits to include parts, labour and travel	x	x
Health and performance test on the pump	x	x
Vacuum test	x	x
Pressure test	x	x
Low-pressure tests	x	x
Engine oil change	x	x
Remove and wash the raw water filter	x	x
A detailed workshop report to include any recommended work to be carried out	x	x
Air filter replaced		x
Exhaust nozzle (8/5) replaced		x
Pump strip down and components changed		x
Wear rings and mechanical seals		x
Coolant drained (12/17-10)		x
Spark plugs replaced		x
Fuel filters replaced		x



**IDEX**  
FIRE & SAFETY



# RELIABLE PROTECTION FOR YOUR BESPOKE FLEET SERVICE PACKAGE

Our brand new Godiva Fleet Service offers a comprehensive range of benefits tailored to your specific requirements.

From routine maintenance to repairs - we have a solution for every problem, because we know that your fleet is an invaluable asset and we take that protection seriously.

The Godiva fleet service package can be customised and tailored to your specific requirements in terms of fleet size, minimum of five pumps per fleet and operational size.

Please contact us.

We will work with you to develop a plan that is perfectly suited to your goals.

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Note: Terms and conditions apply. Discounts and services may vary.



# GODIVA TRAINING

**Godiva offers a full range of training for all its pumps with an existing portfolio to choose from or talk to us about a tailored bespoke package, we can provide whatever training you and your team need. Offered both on and off-site to suit your needs. Giving you an insight into the world of pump operation and maintenance by the professionals that build them.**

Godiva's Pump Training course are intensive and comprehensive programmes that equips participants with the necessary skills and knowledge to operate and maintain the required pump. The programmes are carefully structured and cover all aspects of the pump maintenance, including theoretical concepts and practical exercises.

Under the guidance of experienced instructors, participants have the opportunity to operate the pump. This hands-on practical approach allows participants to develop their skills in real-life situations, such as drawing water from static sources, supplying water to fire hoses and managing water flow rates.

Participants will also become familiar with the main components and functions of the pump and gain a comprehensive understanding of its operation and applications.

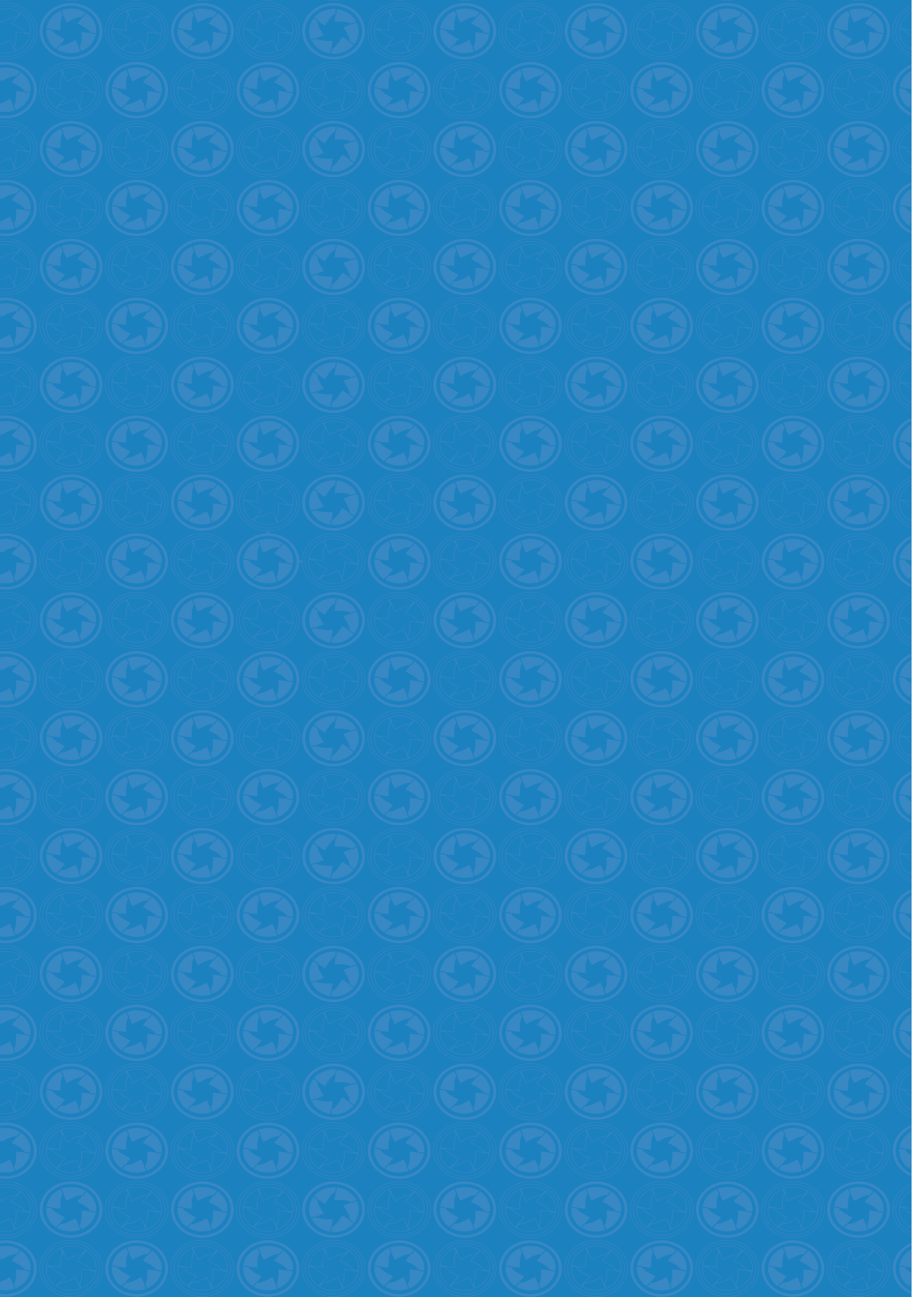
They will learn the principles of pump operation, including suction and discharge pressures, flow rates, system performance and more.

Upon successful completion of any of our Pump Training, participants will receive a certificate of achievement confirming their competence in the operation and maintenance of the desired pump.

**CALL OR EMAIL US  
FOR MORE INFORMATION  
AND TO BOOK A COURSE.**









# CONTACT US

## TECHNICAL SERVICE:

Spare part number identification / Pump fault trouble shooting /  
Warranty claims / Pump training / Pump servicing

Mail: [godivatechservices@idexcorp.com](mailto:godivatechservices@idexcorp.com)

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## ORDERS:

All new purchase orders

Mail: [godivaorders@idexcorp.com](mailto:godivaorders@idexcorp.com)

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## CUSTOMER SERVICE:

Spares quotations / Order updates / Pricing queries / General enquiries

Phone: +44 (0) 192 662 360

Mail: [godivacustomerservice@idexcorp.com](mailto:godivacustomerservice@idexcorp.com)

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## FINANCE:

Invoicing enquiries / Payment remittance enquiries

Mail: [argodiva@idexcorp.com](mailto:argodiva@idexcorp.com)

**MORE ABOUT US**



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