

## Pump Remanufacture



## Gilkes pumps have been going for years.

They represent the finest manufacturing quality for engineers seeking a faultless cooling mechanism built for the foreseeable future. As time goes on and technology improves, they get even better.

If you aspire to the Gilkes benchmark of clever, solid engineering, a conversation with us may transform your faith in pump reliability.

## Pedigree



**Gilkes Inc.** is a wholly owned subsidiary of Gilbert Gilkes & Gordon Ltd in the UK and was incorporated in 1978. Gilkes Inc today focuses on the repair, remanufacture and sale of engine cooling pumps. Our dedication to engine cooling pumps started with the local US repair of diesel engine cooling pumps for crew boat operators. Later, we served distributors and dealers of Caterpillar Inc, Cummins Engine Company and other OEM diesel engine manufacturers.

Due to the immediate success of this venture, the engine builder distributors requested rebuilt pumps under a **'Service Exchange Program'**. This program allowed for the overnight shipment of replacement pumps (which reduced downtime), a 30-day core return policy and standard pump prices.

This service has now developed into formal agreements with both Caterpillar and Cummins to supply remanufactured pumps for their **'Pump Remanufacturing Programs'**.

## The remanufacture process

Because of Gilkes' desire to excel in engineering, quality and customer satisfaction, **we strive to support our products through their entire life cycle direct in the US.**

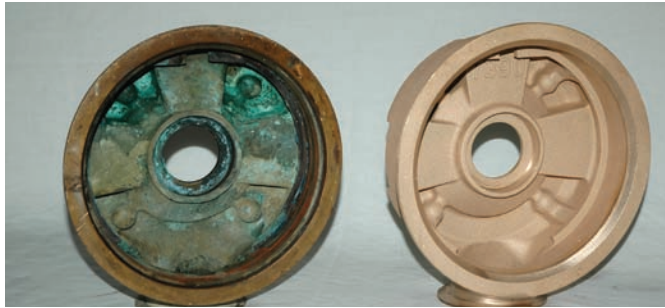
**Our remanufacturing facility is based in League City, Texas.** Here, we examine core pumps against agreed core acceptance criteria and carry out parts failure analysis. Bi-annual reviews of our failure analysis reports allow us to improve the quality and design of our products constantly.



The program operates with core pumps being returned to Gilkes, evaluated against agreed core acceptance criteria and a core credit issued. All pumps are stamped with a pump serial number, pump assembly number and a customer part number for identification purposes. These identification numbers are used throughout the remanufacturing process, which allows easy access for documentation retention.

Once the core pump has been accepted and the core credit issued, the remanufacturing process begins.

Core pumps are dismantled completely and the parts evaluated for possible remanufacture. With the possible exception of the impeller, the hydraulic pump components are normally remanufactured using only the highest quality parts.



**Before and after**

The process of remanufacture includes pump dismantling, evaluation of parts, degreasing, paint stripping, shot blasting, applying rust inhibitors, reassembly and air pressure testing.



**Shot blaster**

Consumable components such as bearings, mechanical seal, oil seals, 'o' rings and gaskets etc are always replaced with new.

Pressure testing of the pump confirms porosity of the pump bodies and mechanical seal leakage. Gilkes' warranty for remanufactured pumps covers against defects in materials and workmanship under normal use and service. **We offer the same warranty period as we do with brand new pumps.** Our warranty also matches the Caterpillar and Cummins warranty for remanufactured parts and assembled components.

## Reassurance of quality

Quality awareness lies deep within the Gilkes business strategy. The management of the Gilkes organization is wholly committed to the implementation and development of our corporate quality policy which conform to international standards.

In 2003, the Company made the strategic decision to take the organization through a transition to achieve the ISO 9001:2000 Quality Standard. This took considerable effort and focus from all employees and Gilkes successfully gained accreditation to the ISO 9001:2000 standard in April 2004.

The Gilkes process approach ensures that we consider processes in terms of added value. Through managing process effectiveness and efficiency, we implement continual improvement based on objective measurement.

Our customers can be completely assured that we fully understand their requirements and that **all our efforts are targeted towards achieving total customer satisfaction in terms of quality, cost and delivery.**

**New Gilkes Inc, facility completed in 2009**





## The Logistics

Delivering the right product on-time is the ultimate test of operational excellence and the most crucial measure of customer satisfaction.

We are increasingly utilizing electronic means for streamlining our processes and to manage our business effectively and efficiently.

This facilitates lower work in progress, lower inventory, improved lead times, improved purchasing practices and efficient supplier invoicing.

Through EDI [Electronic Data Interchange], Gilkes is sure of up-to-the-minute schedules from its key customers. These schedules include firm orders and a planning horizon forecast, so recording returned core is vitally important. Much of our demand for remanufactured pumps is for Caterpillar and Cummins and subsequently for distribution throughout the US and worldwide, so skilful management of inventory and shipping is vital.



**Remanufactured pumps ready for loading and shipping to customers**

**Front cover image: Before and after of a Gilkes 2.5" SX Pump for Cummins QSK45, QSK60, KV38 and KV50 Engines**

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