

Wilo Pumps Restore Reliability in Cayuga Heights Emergency Upgrade

A Critical Situation Demands a Swift, Reliable Solution

When a wastewater treatment plant in Cayuga Heights, NY, teetered on the edge of collapse, the stakes couldn't have been higher. Decades-old pumps, plagued by inefficiency and frequent breakdowns, left the facility struggling to stay operational. With an emergency declared, only swift action and a reliable solution could prevent a system-wide failure—and that's where Wilo USA stepped in.

A wastewater treatment plant failure demands swift action, and the Cayuga Heights, NY facility was in crisis. Its decades-old Allis-Chalmers end-suction pumps, extensively modified over the years to remain operational, had reached their limit. Unable to meet the facility's demands, these unreliable pumps pushed the system to the brink, requiring an urgent solution.

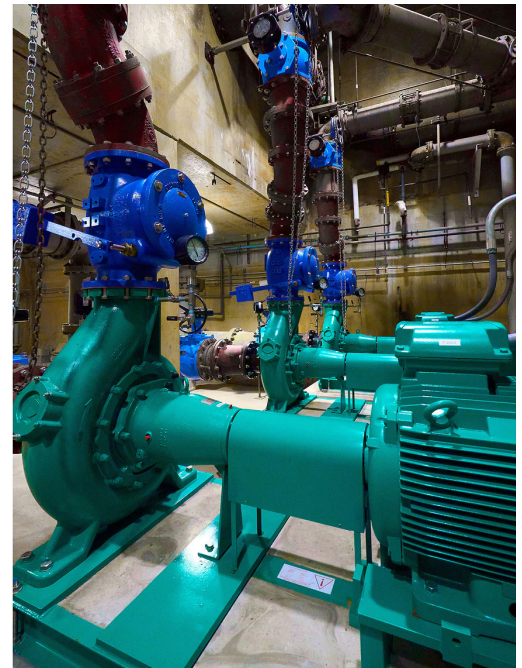
With the village declaring an emergency, YAWS Environmental, the plant's operator, knew immediate action was needed to ensure the system remained operational. The urgency of the situation called for a reliable and efficient solution, which led them to W20 Pump & System Services—an experienced Wilo channel partner with over 50 years of combined experience in water operations, pump service, pump repair, and mechanical contracting.

The Challenge

The old pumps were plagued by wear and tear on the impellers, casting tolerance issues, and the necessity of running at high speeds, which resulted in excessive energy consumption, frequent maintenance, and ongoing downtime. The facility experienced downtimes of 2-3 weeks for each pump with one pump unable to be fixed. This left them with only two operational pumps.

"Maintaining the pumps was labor-intensive, and the noise level was significant. The check valves weren't functioning properly, and long lead times for replacement parts were becoming a growing issue," said Mike Albro from YAWS Environmental.

Faced with the looming threat of an operational failure, YAWS turned to W20 Pump & System Services for a solution that could restore reliability to the facility and meet its urgent needs.



The Solution

With their extensive knowledge of Wilo's solutions, W2O took the lead in selecting the best pump for the plant's unique needs. After consulting with Wilo's engineering team, they chose the Wilo-Rexa Norm pump—a perfect fit for the job. Although this pump wasn't part of Wilo USA's standard portfolio, its reliability, ease of installation, and ability to meet the plant's requirements made it the ideal replacement.

"W2O didn't just provide a product—they provided a strategy," said Mike Albro. "They worked with us to align our needs with Wilo's engineering expertise, delivering a solution that was both efficient and seamless."

With Wilo's engineering team providing detailed guidance, the installation process was completed with precision, overcoming site-specific challenges such as space constraints. The team disassembled the pumps to ensure they fit exactly where needed, allowing for a smooth and efficient installation.



Key Benefits

The newly upgraded pump station in Cayuga Heights, NY immediately provided a range of benefits, including enhanced efficiency, reduced energy consumption, and a significant decrease in noise levels. The three Wilo-Rexa Norm pumps now run continuously, with two pumps alternating to reduce wear and tear. Operating at lower speeds, the new system reduces strain on the variable frequency drives (VFDs), increasing the overall longevity of the equipment.

"The peace of mind that comes with having new, locally supported equipment is invaluable, Wilo's engineering team really knocked it out of the park with this one." said Dereck Withey owner of W2O.

YAWS Environmental emphasized the importance of their collaboration with W2O. "I have been dealing with Dereck from W2O for over 8 years. His knowledge and expertise carry a lot of weight with the decision we made. He recommended the Wilo-Rexa Norm and provided the specifications. From there it was an easy decision.," said Mike Albro.

Wilo is Your Solutions Provider

At Wilo USA, we are more than just a pump supplier we're a solutions partner. Working alongside trusted partners like W2O, we deliver tailored solutions to meet the specific challenges of your projects. From engineering support to installation and beyond, Wilo is dedicated to ensuring your success.

To learn more about our customizable systems, contact your Wilo Distributor to discuss your project needs.

