Case study
Wastewater pumping

Osby Municipality cuts emergency wastewater pump callouts with Flygt Concertor®

A decade of reliable pumping, fewer emergency interventions, and more time for planned maintenance

The background

Osby Municipality in southern Sweden relies on Skåne Blekinge Vattentjänst AB (SBVT) to operate its water and wastewater infrastructure. SBVT manages water and wastewater services for more than 55,000 residents across four municipalities.

In Osby, its responsibilities include five wastewater treatment plants, five drinking-water facilities, and more than 20 wastewater pumping stations. Recurring blockages at several wastewater pumping stations were placing a significant burden on the local operations team.

At one wastewater pumping station, rags and floor-cleaning mops were clogging the pumps and triggering emergency callouts almost every week. Operators often had to respond during evenings and weekends, and the pumps had to be lifted for service at least twice a month.

The operator on call could travel to the site and try to restart the pump, but if it had to be lifted, another employee needed to be called in. It could take around two hours from the initial alarm before the team could physically address the problem. These interventions consumed staff time, travel, and equipment resources.

In 2016, SBVT turned to Xylem and its intelligent Flygt Concertor pumping system to solve the recurring clogging problem.

The solution

Flygt Concertor had recently been introduced in 2016 and Xylem recommended that SBVT test it at its most problematic pumping station. Concertor was designed to keep wastewater moving reliably in difficult conditions while reducing the need for operators to clear blockages manually. The new pump resolved the recurring blockage problem and gave Osby confidence to expand its use of the technology.



Flygt Concertor 6020 pump

End user
Osby Municipality

Client
Skåne Blekinge Vattentjänst AB (SBVT)

Xylem's role
To help reduce recurring pump blockages, emergency callouts, and unplanned maintenance with Flygt Concertor.

Flygt Concertor in Osby

- Only one unplanned pump lift in 10 years, versus at least two per month before Concertor
- Around 50 fewer hours of emergency callout work each year
- Seven Concertor units now in operation across Osby

Osby now operates seven Concertor units at locations that had experienced recurring pump problems. The system's Adaptive N® hydraulics resist clogging, while automatic clog detection can trigger a cleaning cycle to help dislodge material before it affects pump performance.

The results

Since installing Concertor, Osby has achieved significant improvements in pump reliability, maintenance efficiency, and operational costs:

- **Fewer unplanned pump lifts:** Just one in approximately 10 years, compared with at least two per month before Concertor.
- **Reduced emergency callout work:** Around 50 fewer hours per year.
- **Lower intervention costs:** Fewer costly evening and weekend callouts.
- **Less manual cleaning:** Automatic clog detection and cleaning reduce the need to clear pumps manually.
- **Simplified maintenance:** Planned annual servicing, with little routine attention required between services.

Reducing reactive maintenance means more than simply avoiding a trip to a site. It gives the operations team more predictable working conditions and more time for planned maintenance and other priorities. Osby has relied on Flygt pumps for several decades, and Flygt Concertor has now been part of its wastewater operations for around 10 years.

The result is fewer emergency callouts, less manual maintenance, and more productive use of operator time while helping Osby keep its wastewater infrastructure running reliably year after year.

Xylem's Flygt Concertor pumping system and clog resistance

- Flygt Adaptive N hydraulics help resist clogging and keep wastewater moving.
- Automatic clog detection can trigger a cleaning cycle to dislodge material.
- Built-in monitoring lets operators review pump cleaning cycles.

> "You almost forget about the pumps because we don't have to work on them very much. Once they're set up and running, we basically don't have to touch them."
>
> Patrik Nilsson, Operations Supervisor, SBVT

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