



FR Mahony & Associates  
A Division of Cummins-Wagner  
273 Weymouth St.  
Rockland, MA 02370



## CASE STUDY

### The Pitfalls of Choosing Inferior Pumps for Long-Term Projects

Since 1964, F.R. Mahony & Associates has been a trusted leader in the water and wastewater industry throughout New England, providing unparalleled expertise and innovative solutions. Below is a recent case study highlighting the importance of choosing the right company and the right pump for your wastewater system needs.

Roger Pratt, the owner of Roger Pratt Excavating in York, ME, had been a long-time customer of a competitor pump company, initially drawn in by lower pricing. However, over time, he encountered persistent issues with the competitor's pumps, including faulty parts and inadequate customer service. These challenges resulted in increased expenses, wasted time, and frustration, as he frequently had to address problems that should have been covered under warranty. Ultimately, the ongoing costs and inefficiencies far outweighed any initial savings.

Recognizing the need for a more reliable and cost-effective solution, Roger turned to us for guidance. Through our dedication to exceptional service and innovative problem-solving, we worked closely with him to resolve his pumping challenges while achieving significant cost savings.



The competitor's pumps arrives in individual components and requires full on-site assembly, leading to an increase in onsite labor time.



Each component is self-contained and separate from the pump and station, which means that in the case of warranty claims or replacements, you must purchase each part individually.

Realizing the importance of dependable equipment and strong customer support, Roger took proactive steps to enhance the quality of service he provides to his clients. He made the strategic decision to retrofit all existing customers' systems with E/One pumps—renowned for their superior performance and longevity. Moving forward, all his new projects will exclusively feature E/One pumps, ensuring his clients receive the most reliable and durable solutions available.

By transitioning to E/One pumps, Roger not only improved his own operational efficiency but also reinforced his commitment to delivering high-quality results for his clients. His decision underscores the value of choosing long-term reliability over short-term cost savings.

At F.R. Mahony & Associates, we go beyond providing equipment—we offer comprehensive support every step of the way. Our complimentary installer training ensures that professionals have the knowledge and skills needed for seamless implementation. Our expert system design services help create customized solutions tailored to specific project needs. With a legacy of excellence and a forward-thinking approach, we are committed to driving New England towards a more sustainable and efficient water and wastewater infrastructure.

Let us help you find the right solution for your next project.



E/One systems arrive on-site 100% ready for installation, requiring only the connection of the inlet and outlet.



E/One systems consist of a single integrated unit, where all parts and components are part of the core system.

**For more information or to schedule a free consultation / design, please contact me today!**

**Daryl Coppola**

dcoppola@frmahony.com | 781-820-5808 (cell)