



Supporting Healthcare with Reliable Solutions - The NextStep® Pump Advantage

Executive Summary

In critical healthcare environments, water sanitation is non-negotiable. When a hospital's chlorine dosing system began failing, Pulsafeeder's **NextStep® pump** was selected to restore reliability and ensure patient safety. This white paper outlines the challenges faced, the solution implemented, and the broader implications for healthcare facilities nationwide.

Background

Hospitals rely on sanitized utility water for bathrooms and kitchens, serving vulnerable populations including sick patients, new mothers and their babies, including premature infants. A leaking solenoid pump compromised chlorine dosing at a major hospital, threatening water quality and patient safety.

Challenge

The existing solenoid pump was failing, leading to inconsistent chlorine dosing. Given the high-stakes environment, minimizing downtime was critical. Remote troubleshooting efforts were unsuccessful, and immediate on-site support was required.

Solution: The NextStep® Pump

The hospital selected Pulsafeeder's **NextStep® pump**, designed for precision and reliability:

- **Two-shot injection molded liquid end:** Prevents leaks common in traditional pumps.
- **Stepper motor technology:** Ensures consistent chlorine dosing, even under variable conditions.
- **3300:1 turndown ratio:** Allows precise low dosing during normal operations and increased flow during system upsets.

Rapid Response and Installation

To resolve the installation issue, Pulsafeeder's sent a technician to the site. The problem was quickly diagnosed, and our technician guided the operator through the proper installation procedure of the pump. The pump was calibrated and fully operational shortly thereafter.

Impact

The successful deployment of the **NextStep® pump** restored water sanitation, protecting patients from infection. The hospital expressed strong appreciation for Pulsafeeder's rapid, hands-on support.

Broader Opportunity

With thousands of similar chlorine dosing systems in hospitals across the U.S., this case highlights a significant opportunity to upgrade to the **NextStep® pump** — a more reliable, responsive, and precise solution for healthcare water treatment.



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