

BUILDING EXPERTS.

KSB Training Guide

2026 Fall / Winter Edition



BUILDING EXPERTS.

Learning with passion.

Every successful solution depends on more than equipment. It depends on capable people, practical experience, and a commitment to continuous learning.

Located in Houston, Texas, the KSB SupremeServ Academy serves as the technical training center for KSB SupremeServ North America. Through instruction, hands-on learning, and real-world application, our programs help employees, channel partners, and customers build the knowledge, skills, and confidence needed to succeed.

Participants learn directly from KSB subject matter experts who bring decades of experience in engineering, service, reliability, and product applications. In a facility designed specifically for learning excellence, students gain practical insights that can be immediately applied in the field, the shop, the office, or at customer sites.

Designed to maximize learning while minimizing time away from work, the Academy delivers a training experience that is practical, efficient, and immediately applicable.

Developing the certified **expertise** behind every KSB Solution.

Plan for success.

With five courses scheduled and more on the way, you're sure to find a training opportunity that fits your development goals. Explore the schedule, select your course, and register today.

Scheduled Fall/Winter 2026			
Date	Course	Series	Register
Sep 29-30, 2026	Process Pump Maintenance (p. 7)	200 Intermediate	Link
Oct 13-14, 2026	Industrial Pump Maintenance (p. 8)	200 Intermediate	Link
Oct 27-28, 2026	Wastewater & Dewatering Pump Maintenance (p. 8)	200 Intermediate	Link
Nov 3-4, 2026	Multi-Stage Pump Maintenance (p. 9)	200 Intermediate	Link
Dec 8, 2026	Mechanical Seals Fundamentals (p. 10)	100 Foundational	Link
Dec 9, 2026	Mechanical Seals Advanced Applications & Reliability (p. 10)	300 Advanced	Link



SupremeServ
Academy

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BUILDING EXPERTS.

Meet the instructors.

Jan Avramov

Jan Avramov received his Mechanical Engineering degree from the University of Belgrade, Serbia, and later completed studies in Theoretical Physics and Applied Mathematics at UNISA in Pretoria, South Africa. He began his career with KSB Pumps South Africa in 1990 as a Technical Engineering Manager and, in 2007, was appointed KSB Service Division Manager, responsible for operations throughout South Africa and Sub-Saharan Africa. In March 2019, Jan joined KSB SupremeServ North America as Vice President based in Grovetown, Georgia, and in April 2023 assumed the role of Vice President of Engineering Services for KSB SupremeServ North America. Engineering Services focuses on application engineering, product development, automation, digitization, and technical consulting. With a strong technical background and extensive industry experience, Jan plays a key role in supporting the KSB and SupremeServ installed base across North America. He brings a strategic, systems-level perspective to technical training, combining engineering excellence with practical service and lifecycle support to deliver training that aligns technology, service, and customer value.

Daniel Haddad

Daniel Haddad is the Warranty Manager for KSB SupremeServ North America and brings a strong background in mechanical engineering, field service, commissioning, and troubleshooting of rotating and electrical equipment. Throughout his career, Daniel has supported and led complex international projects across the maritime, water, and energy sectors. Drawing on extensive hands-on experience and warranty expertise, he brings a practical, field-driven approach to training that emphasizes installation, startup, maintenance, and service best practices. As an Academy instructor, Daniel focuses on failure prevention, improved equipment reliability, and the application of lessons learned from real-world service and operational challenges.

Sid Higdon

Sid Higdon is Director of Service for KSB GIW, Inc. and KSB SupremeServ, overseeing service center operations in Mulberry, Florida; Thomson, Georgia; and Fort McMurray, Canada. With more than 28 years of hands-on experience in the mining and dredging industries, Sid brings in-depth technical expertise in pump applications, rotating equipment, and service operations, supported by a strong customer-focused approach. Throughout his career, he has developed extensive technical and operational knowledge and now leads a team of service professionals dedicated to delivering high-quality pump repair, maintenance, and field service support. His expertise is further demonstrated by his recognition as a distinguished graduate of KSB's International Service Academy, an honor awarded for delivering practical, high-impact service solutions.

Adriana Montaña

Adriana Montaña is an International Sales Professional with Industrias Mexicanas de Bombas and brings nearly two decades of experience in industrial pump solutions. Her expertise includes ANSI pump applications, customer support, logistics coordination, and technical sales. Known for effectively bridging technical knowledge and customer communication, Adriana has supported a wide range of industrial projects throughout her career. As an Academy instructor, she shares practical insights drawn from real-world experience, helping participants understand pump selection, operation, and maintenance while emphasizing reliability, problem-solving, and application-focused decision-making.

Paul Waraich

Paul Waraich is the Regional Efficiency Consulting and Digital Services Manager for KSB SupremeServ North America and brings more than a decade of experience in pump system performance, reliability, and efficiency. His expertise includes hydraulic analysis, pump retrofits, reverse engineering, and performance optimization, blending technical knowledge with practical problem-solving. As an Academy instructor, Paul helps participants translate complex engineering concepts into actionable strategies that improve equipment reliability, enhance operational efficiency, and support sustainable system performance. His training emphasizes data-driven decision-making, real-world application, and the effective use of modern monitoring and optimization technologies.

Chad Wiggins

Chad Wiggins is the Business Development Manager for Mechanical Seals at KSB SupremeServ North America and brings extensive experience in reliability solutions, customer support, and engineering-driven sales. Throughout his career, Chad has held leadership roles in account management, sales, and distribution, developing a strong foundation in customer relationship management, territory growth, and technical problem-solving. Prior to joining KSB, Chad served in multiple positions with Chesterton, where he earned distinction as the only account manager to receive the Chesterton Million Dollar Sales Award. As an Academy instructor, Chad combines commercial expertise with technical knowledge of pump systems and mechanical seals, helping participants improve seal selection, installation, maintenance, troubleshooting, and equipment reliability.



BUILDING EXPERTS.

Academy framework.

The KSB SupremeServ Academy curriculum is organized into three learning focuses and five development series designed to support technical, commercial, and leadership growth throughout an employee's, partner's, or customer's professional journey.

KSB Products. KSB Solutions. KSB KnowHow.

Focuses

- KSB Products focuses on equipment operation, maintenance, repair, and application expertise.
- KSB Solutions focuses on system performance, reliability, optimization, and digital technologies.
- KSB KnowHow focuses on business knowledge, customer engagement, leadership, and professional development.

Series

- **100 Series | Foundational**
 - Introduces participants to core concepts, terminology, product awareness, and operating principles.
- **200 Series | Intermediate**
 - Provides practical skills and foundational knowledge necessary for inspection, maintenance, service, and operation.
- **300 Series | Advanced**
 - Focuses on advanced troubleshooting, failure analysis, and application-specific knowledge.
- **400 Series | Specialized**
 - Develops expertise in specialized technologies, reliability, diagnostics, and optimization.
- **500 Series | Leadership & Expertise**
 - Designed for technical leaders, instructors, managers, and subject matter experts.

Travel less. Learn more.

Located just minutes from George Bush Intercontinental Airport (IAH), the KSB SupremeServ Academy is designed to deliver a convenient and efficient training experience. Our Houston training center combines hands-on instruction, technical expertise, and practical application while minimizing time away from the workplace.

Most courses conclude no later than 3:00 PM on the final day, allowing participants time to catch evening flights and return home. This approach reduces time away from the field, office, or service center while enabling newly acquired knowledge and skills to be put into action quickly.

Getting here is simple. Participants typically need only arrange airfare and lodging. Discounted hotel accommodations are available directly across the street from the Academy, and complimentary airport shuttle service provides convenient transportation between the hotel and airport. With no rental car required, travel planning is straightforward, cost-effective, and especially beneficial for younger employees and first-time travelers.

From arrival to departure, KSB SupremeServ Academy is designed to make professional development as accessible, efficient, and practical as possible.

Learn it in Houston. Apply it at home.

Fall / Winter Schedule 2026

Join us as we close out 2026 with a focused schedule of technical training opportunities at the KSB SupremeServ Academy.

Below you will find our scheduled Fall/Winter training offerings, along with detailed course descriptions throughout this guide. We've also included courses that are not currently scheduled but are planned to return as part of our Spring/Summer 2027 training program.

We look forward to welcoming you to Houston and helping you continue your professional development journey.

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Sep 29-30	Process Pump Maintenance (p. 7)	200 Intermediate
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Oct 27-28	Wastewater & Dewatering Pump Maintenance (p. 8)	200 Intermediate
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Dec 8	Mechanical Seals Fundamentals (p. 10)	100 Foundational
Dec 9	Mechanical Seals Advanced Applications & Reliability (p. 10)	300 Advanced

Returning Spring/Summer 2027		
Date	Course	Series
TBD 2027	Heat Transfer Pump Maintenance (p. 11)	200 Intermediate
TBD 2027	Water Transport & Mixer Maintenance (p. 11)	200 Intermediate
TBD 2027	ANSI Process Pump Maintenance (p. 12)	200 Intermediate
TBD 2027	Monitoring & Optimizing Pump Systems (p. 12)	400 Specialized
TBD 2027	GIW Slurry Pump Maintenance (p. 13)	400 Specialized

Process Pump Maintenance

CH01b | 200 Series | Intermediate

Availability:

- September 29-30, 2026

KSB Products Covered

- MCPK
- KWP
- HPK
- Magnochem

Course Overview

This hands-on course provides practical training in the maintenance, inspection, and operation of KSB process pumps. Participants will develop the skills needed to safely disassemble, inspect, troubleshoot, and reassemble pump equipment while gaining a deeper understanding of pump design, performance, and maintenance best practices.

Combining classroom instruction with practical exercises, this course is designed to improve equipment reliability, reduce downtime, and build confidence in servicing process pump applications commonly found throughout industry.

Recommended for:

- Maintenance and reliability professionals
- Service technicians and field service personnel
- Engineers and technical specialists
- KSB representatives, channel partners, and employees

Topics Covered

- Process pump fundamentals
- Pump construction and components
- Mechanical seals and bearings
- Disassembly and reassembly
- Inspection and measurements
- Troubleshooting and maintenance best practices

Course Information

- Duration: 2 Days
- Training Hours:
 - Day 1: 9:00 AM – 5:00 PM
 - Day 2: 8:00 AM - 3:00 PM (NLT)
- Location: KSB SupremeServ Academy Houston, Texas

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.

Industrial Pump Maintenance

CH01a | 200 Series | Intermediate

Availability

- October 13-14, 2026

KSB Products Covered

- Etanorm

Course Overview

This hands-on course provides practical training in the maintenance, inspection, and operation of KSB industrial pumps. Participants will develop the skills required to safely disassemble, inspect, measure, troubleshoot, and reassemble pump equipment while gaining a solid understanding of pump construction, operating principles, and maintenance best practices.

Combining classroom instruction with practical exercises, this course is designed to help improve equipment reliability, reduce downtime, and strengthen technical confidence in the field and workshop.

Recommended for:

- Maintenance and reliability professionals
- Service technicians and field service personnel
- Engineers and technical specialists
- KSB representatives, channel partners, and employees

Topics Covered

- Pump fundamentals
- Pump construction and components
- Mechanical seals and bearings
- Disassembly and reassembly
- Installation and commissioning
- Troubleshooting and maintenance best practices

Course Information

- Duration: 2 Days
- Training Hours:
 - Day 1: 9:00 AM – 5:00 PM
 - Day 2: 8:00 AM – 3:00 PM (NLT)
- Location: KSB SupremeServ Academy Houston, Texas

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.

Wastewater & Dewatering Pump Maintenance

CH03a | 200 Series | Intermediate

Availability:

- October 27-28, 2026

KSB Products Covered

- KRT
- ARX

Course Overview

This hands-on course provides practical training in the maintenance, inspection, and operation of KSB wastewater and dewatering pumps. Participants will develop the skills needed to safely disassemble, inspect, troubleshoot, and reassemble pump equipment while gaining a deeper understanding of submersible pump design, operation, and maintenance best practices.

Combining classroom instruction with practical exercises, this course is designed to improve equipment reliability, reduce downtime, and build confidence in servicing wastewater and dewatering applications.

Recommended for:

- Maintenance and reliability professionals
- Service technicians and field service personnel
- Engineers and technical specialists
- End users and plant personnel
- KSB representatives, channel partners, and employees

Topics Covered

- Wastewater and dewatering fundamentals
- Pump construction and components
- Mechanical seals and motor protection
- Disassembly and reassembly
- Inspection and testing
- Troubleshooting and maintenance best practices

Course Information

- Duration: 2 Days
- Training Hours:
 - Day 1: 9:00 AM – 5:00 PM
 - Day 2: 08:00 AM – 3:00 PM (NLT)
- Location: KSB SupremeServ Academy Houston, Texas

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.

A man and a woman are in a workshop, looking closely at a large, cylindrical industrial pump component. The man is on the left, wearing a dark shirt, and the woman is on the right, wearing a dark shirt and safety glasses. They are both focused on the task. The background shows various industrial equipment and a blue overhead crane.

Multi-Stage Pump Maintenance

CH02 | 200 Series | Intermediate

Availability:

- November 3-4, 2026

KSB Products Covered

- Multitec
- HGM

Course Overview

This hands-on course provides practical training in the maintenance, inspection, and operation of KSB multi-stage pumps. Participants will develop the skills needed to safely disassemble, inspect, troubleshoot, and reassemble pump equipment while gaining a stronger understanding of multi-stage pump design, performance, and maintenance best practices.

Combining classroom instruction with practical exercises, this course is designed to improve equipment reliability, reduce downtime, and build confidence in servicing multi-stage pump applications.

Recommended for:

- Maintenance and reliability professionals
- Service technicians and field service personnel
- Engineers and technical specialists
- End users and plant personnel
- KSB representatives, channel partners, and employees

Topics Covered

- Multi-stage pump fundamentals
- Pump construction and components
- Disassembly and reassembly
- Inspection and measurements
- Installation and commissioning
- Troubleshooting and maintenance best practices

Course Information

- Duration: 2 Days
- Training Hours:
 - Day 1: 9:00 AM – 5:00 PM
 - Day 2: 8:00 AM – 3:00 PM (NLT)
- Location: KSB SupremeServ Academy Houston, Texas

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.

Mechanical Seals Fundamentals

HB02 | 100 Series | Foundational

Availability

- December 8, 2026
 - For a complete mechanical seal learning experience, consider registering for both HB02 and CB02, offered on consecutive days.

KSB Products Covered

- KSB Mechanical Seals

Course Overview

Mechanical seals play a critical role in the reliability and performance of rotating equipment. This foundational course introduces the principles, terminology, designs, and support systems associated with mechanical seals used in centrifugal pumps.

Participants will gain a practical understanding of how mechanical seals function, where they are applied, and the factors that influence their selection and operation.

Recommended for:

- Engineers
- Maintenance and reliability professionals
- End users and plant personnel
- Sales and customer support personnel
- KSB representatives and channel partners
- KSB employees

Topics Covered

- Mechanical seal fundamentals
- Common seal types and configurations
- Seal materials and application considerations
- DIN EN 12756 seal nomenclature
- Introduction to API seal support plans
- Mechanical seal operating principles
- KSB mechanical seal portfolio
- Seal selection considerations
- Basic reliability and operational best practices

Course Information

- Duration: 1 Day
- Training Hours
 - Day 1: 09:00 AM - 4:00 PM

Location: KSB SupremeServ Academy Houston, Texas

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.

Mechanical Seals Advanced Applications & Reliability

CB02 | 300 Series | Advanced

Availability:

- December 9, 2026
 - For a complete mechanical seal learning experience, consider registering for both HB02 and CB02, offered on consecutive days.

KSB Products Covered

- KSB Mechanical Seals

Course Overview

Building on foundational mechanical seal knowledge, this advanced course explores seal applications, reliability, support systems, and failure mechanisms associated with centrifugal pumps. Participants will develop a deeper understanding of API standards, seal arrangements, troubleshooting techniques, and best practices for improving seal performance and equipment reliability.

This course is intended for personnel responsible for the selection, operation, maintenance, troubleshooting, and support of mechanical sealing systems.

Recommended for:

- KSB representatives & select channel partners
- KSB employees

Topics Covered

- Pump and mechanical seal interaction
- API 682 overview and application
- Seal types, categories, and arrangements
- Seal support systems and auxiliary equipment
- Mechanical seal operating requirements
- Common failure modes and failure mechanisms
- Leakage analysis and troubleshooting
- Reliability improvement strategies
- Seal application best practices
- Case studies and field experience

Course Information

- Duration: 1 Day
- Training Hours:
 - Day 1: 08:00 AM - 3:00 PM (NLT)
- Location: KSB SupremeServ Academy Houston, Texas

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.

Heat Transfer Pump Maintenance

CH01c | 200 Series | Intermediate

Availability:

- Returning in 2027

KSB Products Covered

- Etanorm SYT
- HPK-L

Course Overview

This course provides practical training in the operation, maintenance, and service of heat transfer pumps operating in elevated-temperature applications. Participants will develop an understanding of pump design considerations, thermal operating conditions, maintenance requirements, and best practices for safe and reliable operation.

Through a combination of classroom instruction and hands-on exercises, participants will gain the knowledge and confidence needed to inspect, maintain, troubleshoot, and service heat transfer pumping equipment.

Recommended for:

- Maintenance and reliability professionals
- Service technicians and field service personnel
- Engineers and technical specialists
- End users and plant personnel
- KSB representatives, channel partners, and employees

Topics Covered

- Heat transfer pump fundamentals
- Pump construction and components
- Mechanical seals and bearings
- Thermal operating considerations
- Disassembly and reassembly
- Troubleshooting and maintenance best practices

Course Information

- Duration: 2 Days
- Training Hours:
 - Day 1: 9:00 AM – 5:00 PM
 - Day 2: 8:00 AM – 3:00 PM (NLT)
- Location: KSB SupremeServ Academy Houston, Texas

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.

Water Transport & Mixer Maintenance

CH03b | 200 Series | Intermediate

Availability:

- Returning in 2027

KSB Products Covered

- AMACAN
- KSB Mixers

Course Overview

This hands-on course provides practical training in the maintenance, inspection, and operation of KSB water transport pumps and mixers. Participants will develop the skills needed to safely disassemble, inspect, troubleshoot, and reassemble equipment while gaining a deeper understanding of pump and mixer design, performance, and maintenance best practices.

Combining classroom instruction with practical exercises, this course is designed to improve equipment reliability, reduce downtime, and build confidence in servicing water transport and mixing applications.

Recommended for:

- Maintenance and reliability professionals
- Service technicians and field service personnel
- Engineers and technical specialists
- End users and plant personnel
- KSB representatives, channel partners, and employees

Topics Covered

- Water transport and mixing fundamentals
- Equipment construction and components
- Mechanical seals and motor protection
- Disassembly and reassembly
- Inspection and testing
- Troubleshooting and maintenance best practices

Course Information

- Duration: 2 Days
- Training Hours:
 - Day 1: 9:00 AM – 5:00 PM
 - Day 2: 08:00 AM – 3:00 PM (NLT)
- Location: KSB SupremeServ Academy Houston, Texas

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.

ANSI Process Pump Maintenance

HOANSI | 200 Series | Intermediate

Availability:

- Returning in 2027

KSB Products Covered

- ANSI Chem Pump
- ANSI / ASME B73.1 Process Pumps

Course Overview

This hands-on course provides practical training in the maintenance, inspection, and operation of ANSI process pumps. Participants will develop the skills needed to safely disassemble, inspect, troubleshoot, and reassemble equipment while gaining a deeper understanding of ANSI pump design, interchangeability, and maintenance best practices.

Combining classroom instruction with practical exercises, this course is designed to improve equipment reliability, reduce downtime, and build confidence in servicing ANSI pump applications across a wide range of industrial processes.

Recommended for:

- Maintenance and reliability professionals
- Service technicians and field service personnel
- Engineers and technical specialists
- End users and plant personnel
- KSB representatives, channel partners, and employees

Topics Covered

- ANSI pump fundamentals
- ANSI/ASME B73.1 standards
- Pump construction and components
- Mechanical seals and bearings
- Disassembly and reassembly
- Troubleshooting and maintenance best practices

Course Information

- Duration: 1 Day
- Training Hours:
 - Day 1: 8:00 AM – 4:00 PM
- Location: KSB SupremeServ Academy Houston, Texas

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.

Monitoring & Optimizing Pump Systems

HCB03 | 400 Series | Specialized

Availability:

- Returning in 2027

KSB Solutions Covered

- KSB Guard
- KSB Sonolyzer®
- KSB SupremeServ Monitoring & Optimization Services

Course Overview

This specialized course focuses on the interaction between pumps and the systems in which they operate. Participants will learn how operating conditions, system design, and equipment performance influence efficiency, reliability, and overall lifecycle costs.

Through real-world examples and KSB digital solutions, participants will gain practical insights into identifying improvement opportunities, optimizing system performance, and supporting reliability-focused maintenance strategies.

Recommended for:

- Maintenance and reliability professionals
- Engineers and technical specialists
- Operations and plant personnel
- Energy and efficiency managers
- KSB representatives, channel partners, and employees

Topics Covered

- Pump and system interaction
- Performance monitoring fundamentals
- Energy and efficiency optimization
- Condition monitoring technologies
- KSB Guard and digital services
- Reliability improvement strategies

Course Information

- Duration: 1 Day
- Training Hours:
 - Day 1: 8:00 AM – 4:00 PM
- Location: KSB SupremeServ Academy Houston, Texas

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.

GIW Slurry Pump Maintenance

SLR | 400 Series | Specialized

Availability:

- Returning in 2027
 - Note location before booking travel.

KSB Products Covered

- GIW LCC
- GIW MDX
- GIW LSA
- Additional GIW slurry pump models as applicable

Course Overview

This specialized course provides hands-on training in the maintenance, inspection, and operation of GIW slurry pumps used in mining, dredging, and other severe-duty applications. Participants will gain a deeper understanding of slurry pump design, wear components, material selection, and maintenance practices that support reliable operation in highly abrasive environments.

Combining classroom instruction with practical exercises, this course is designed to improve equipment reliability, extend component life, and build confidence in servicing slurry pump systems.

Recommended for:

- Maintenance and reliability professionals
- Service technicians and field service personnel
- Engineers and technical specialists
- Mining and dredging personnel
- KSB representatives, channel partners, and employees

Topics Covered

- Slurry pump fundamentals
- Pump construction and wear components
- Bearings, seals, and adjustment procedures
- Disassembly and reassembly
- Inspection and wear analysis
- Reliability and maintenance best practices

Course Information

- Duration: 2 Days
- Training Hours:
 - Day 1: 9:00 AM – 5:00 PM
 - Day 2: 08:00 AM – 3:00 PM (NLT)
- Location: KSB GIW Service Center – Thomson, Georgia

Tuition

Free for all 2026 Academy courses. Participants are responsible for travel, lodging, and related expenses. Discounted hotel accommodations are available upon request.





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This catalog is subject to change as courses are added, removed, and/or updated.
The standard [terms and conditions](#) of the parent company, KSB Company, will apply.