

KSB SupremeServ
Academy

FOR YOUR SUCCESS.

KSB Training 2026

Second Edition



FOR YOUR SUCCESS.

Learning with passion.

Welcome to the KSB SupremeServ Academy!

We are thrilled to present the 2026 Training Catalog. These courses were designed with you in mind, with a focus on practical applications, pump fundamentals, hands-on learning, and beyond.

The KSB SupremeServ Academy, headquartered in Houston, Texas, is a modern facility that fosters learning, collaboration, and idea exchange. When it comes to creating a positive learning experience, your personal goals and educational requirements come first. Feel free to inquire about individually tailored training courses. Simply contact us, and we will find the right solution for you.

Our goal at the Academy is to assist you in further developing your knowledge and skills in the areas of pumps, valves and seals. Register now and prepare to immerse yourself in an interactive learning environment. Browse the catalog and register for the training courses that interest you. For more information on registration, please contact us using the email or phone number listed under each course.

We look forward to seeing you at the Academy.





FOR YOUR SUCCESS.

Meet the instructors.

Jan Avramov

Jan Avramov received his Mechanical Engineering degree from the University of Belgrade, Serbia, and then completed studies in Theoretical Physics and Applied Mathematics at UNISA in Pretoria, South Africa. He started his career with KSB Pumps South Africa in 1990, first as a Technical/Engineering Manager, and since 2007, as the KSB Service Division Manager responsible for operations in South Africa and Sub-Saharan Africa. Jan served as VP, KSB SupremeServ, North America, based in Grovetown, GA, in March 2019. He commenced his role as Vice President of Engineering Services for KSB SupremeServ North America in April of 2023. Engineering Services focuses on application engineering, product development, automation, digitization, and technical consultancy. With a strong technical background and proven experience, he plays a key role in supporting the KSB and SupremeServ install base across North America. Jan brings a strategic, systems-level perspective to technical training, combining engineering excellence with practical service and lifecycle support. His focus on integrating expertise across disciplines ensures training that aligns technology, service, and customer value.

Daniel Haddad

Daniel Haddad is the Warranty Manager at KSB SupremeServ North America. Daniel has a background in mechanical engineering and extensive hands-on experience in field service, commissioning, and troubleshooting of rotating and electrical equipment. He has supported and led complex international projects across the maritime, water, and energy sectors. As an Academy instructor, Daniel brings a practical, field-driven approach to training, combining warranty insights with best practices in installation, start-up, maintenance, and service. His courses focus on preventing failures, improving reliability, and applying lessons learned from real-world service cases.

Sid Higdon

Sid Higdon is Director of Service for KSB GIW, Inc., KSB SupremeServ locations, overseeing service centers in Mulberry, Florida, Thomson, Georgia, and Fort McMurray, Canada. With more than 28 years of hands-on experience, Sid brings indepth technical expertise in the mining and dredge industry, with a focus on pump applications and rotating equipment all supported by a strong customer-centric approach. Over the course of his career, Sid has learned the technical side of the business and now leads a team of experts providing pump service, repair and maintenance in designated regions. His experience and expertise is further backed by his recent honor as a distinguished graduate of KSB's International Service Academy, recognized for delivering practical, high-impact service solutions.

Adriana Montaña

Adriana Montaña is an International Sales Professional at Industrias Mexicanas de Bombas. Adriana has nearly two decades of experience in industrial pump solutions, specializing in ANSI pump applications, customer support, and logistics coordination. She is gifted in combining technical knowledge with strong communication skills. As an Academy instructor, Adriana brings practical insights from international projects, guiding participants on proper pump selection, operation, and maintenance. Her training emphasizes real-world applications, reliability, and effective problem-solving for industrial pump systems.

Paul Waraich

Paul Waraich is the Regional Efficiency Consulting / Digital Services Manager at KSB SupremeServ North America. Paul has over a decade of experience in pump system performance, reliability, and efficiency. He specializes in hydraulic analysis, pump retrofits, and reverse-engineered solutions, combining technical expertise with hands-on problem-solving. As an Academy instructor, Paul translates complex engineering concepts into practical guidance, focusing on enhancing pump reliability, durability, and sustainable operation. His training emphasizes data-driven decision-making, performance optimization, and real-world applications for a wide range of industrial systems.

Chad Wiggins

Chad Wiggins is the Business Development Manager for Mechanical Seals at KSB SupremeServ North America. Chad brings extensive experience in client support, reliability solutions, and engineering-driven sales. With a strong background in account management, territory development, and customer relations, Chad combines commercial expertise with technical knowledge of pump systems and mechanical seals. Over his career history, Chad has served as Account Manager, Sales Management, and Distribution Manager for Chesterton, where he was honored as the only account manager to receive the Chesterton Million Dollar Sales award. As an Academy instructor, he focuses on translating field experience into practical guidance on seal selection, installation, maintenance, and troubleshooting. His training emphasizes improving equipment reliability, operational efficiency,



CB02

Shaft Seal in Centrifugal Pumps (Level 1)

Learning Objective

The participants gain a well-founded knowledge of shaft seals in centrifugal pumps. After training, they will be able to professionally handle these types of sealing technology.

Target Group

Engineers, foremen, technicians, and sales team. Internal representatives, and customers.

Content

- Mechanical seal basics
- Mechanical seal design types
- Mechanical seal types
- Materials
- Seal description according to DIN EN 12756
- API Plans
- KSB Mechanical Seals General information and Production Introduction
- KSB Mechanical seals portfolio
- Market KSB Seal Products
- Auxiliary systems portfolio

In Brief

Date: 3 June 2026

22 October 2026

Start/end: 8:30 AM - approx. 5:00 PM

Location: 15710 John F. Kennedy Blvd, Houston, TX

Price: \$760.00 (plus tax)

Contact: Email academy-houston@ksb.com
Tel. +1 844 593 0378

Accommodations

A courtesy room block is available at a neighboring hotel for the duration, beginning the evening prior to the training course. The hotel will be conveniently located within walking distance of KSB SupremeServ Academy. Participants will receive a link to finalize accommodations along with their class confirmation. Accommodations must be confirmed no later than three weeks prior to the training. Accommodations are not included in the training fee and are the responsibility of each participant.

HB02

Shaft Seal in Centrifugal Pumps (Level 2)

Learning Objective

The participants gain a well-founded knowledge of shaft seals in centrifugal pumps. After training, they will be able to professionally handle these types of sealing technology.

Target Group

Engineers, foremen, technicians, and sales team. Internal employees only.

Prerequisite

Participation in "Shaft Seals in Centrifugal Pumps (Level 1)" or equivalent knowledge or experience. Technical requirements for pumps.

Content

- Interaction pump – mechanical seal
- General information API 682 4th edition
- Definition types, categories, arrangements
- Main innovations for seals and systems
- Retrofit KSB pumps with a KSB seal
- Mechanical Seal Failures – Overview
- Basic requirements for reliable operation
- Mechanical seal leakage
- Failure analysis & failure mechanisms

In Brief

Date: 4 June 2026

12 November 2026

Start/end: 8:30 AM - approx. 5:00 PM

Location: 15710 John F. Kennedy Blvd, Houston, TX

Price: \$1050.00 (plus tax)

Contact: Email academy-houston@ksb.com
Tel. +1 844 593 0378

Accommodations

A courtesy room block is available at a neighboring hotel for the duration, beginning the evening prior to the training course. The hotel will be conveniently located within walking distance of KSB SupremeServ Academy. Participants will receive a link to finalize accommodations along with their class confirmation. Accommodations must be confirmed no later than three weeks prior to the training. Accommodations are not included in the training fee and are the responsibility of each participant.

CH01a

Single-stage Industrial Pumps Basics

Learning Objective

The participants gain in-depth knowledge of training pumps from both practical and theoretical perspectives. After the training, they will be able to service the training pumps to the KSB standard. They will also be provided with essential background information, including samples, illustrations, examples, and, in particular, reports from the trainers' personal experience, all with practical applications.

Training Object(s): ETANORM pump set

Target Group

Service technicians in the workshop / field, and Service Sales Engineers in the office / field.

Content (40% theory; 60% practice)

- Basics: characteristic curve, cavitation, operating modes, etc.
- Components: shaft seals, couplings
- Training pumps: applications, materials, etc.
- Service report, occupational health & safety, ATEX
- Installation, assembly, commissioning, etc.
- Dismantle and reassemble of training pump(s)
- Clearances, settings, measurements, and lubricants
- Operating manuals, special tools, bearing arrangements
- Types of damage, troubleshooting, etc.
- Training covers the following pumps: ETANORM range (except SYT)

In Brief

Date: 24-25-26 February 2026

25-26-27 August 2026

Start/end: 8:30 AM - approx. 5:00 PM

Location: 15710 John F. Kennedy Blvd, Houston, TX

Price: \$1914.00 (plus tax)

Contact: Email academy-houston@ksb.com
Tel. +1 844 593 0378

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CH01b

Single-stage Process Pumps Basics

Learning Objective

The participants gain in-depth knowledge of training pumps from both practical and theoretical perspectives. After the training, they will be able to service the training pumps to the KSB standard. They will also be provided with essential background information, including samples, illustrations, examples, and, in particular, reports from the trainers' personal experience, all with practical applications.

Training Object(s): MCPK pump

Target Group

Service technicians in the workshop / field, and Service Sales Engineers in the office / field.

Content (40% theory; 60% practice)

- Basics: characteristic curve, cavitation, operating modes, etc.
- Components: shaft seals, couplings
- Training pumps: applications, materials, etc.
- Service report, occupational health & safety, ATEX
- Installation, assembly, commissioning, etc.
- Dismantle and reassemble of training pump(s)
- Clearances, settings, measurements, and lubricants
- Operating manuals, special tools, bearing arrangements
- Types of damage, troubleshooting, etc.
- Training covers the following pumps: MCPK, KWP, HPK, Magnochem

In Brief

Date: 5-6-7 May 2026

29-30 Sept – 1 October 2026

Start/end: 8:30 AM - approx. 5:00 PM

Location: 15710 John F. Kennedy Blvd, Houston, TX

Price: \$1914.00 (plus tax)

Contact: Email academy-houston@ksb.com
Tel. +1 844 593 0378

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CH01c

Heat Transfer Pumps Basics

Learning Objective

The participants gain in-depth knowledge of training pumps from both practical and theoretical perspectives. After the training, they will be able to service the training pumps to the KSB standard. They will also be provided with essential background information, including samples, illustrations, examples, and, in particular, reports from the trainers' personal experience, all with practical applications.

Training Object(s): ETANORM SYT pump

Target Group

Service technicians in the workshop / field, and Service Sales Engineers in the office / field.

Content (70% theory; 30% practice)

- Basics: characteristic curve, cavitation, operating modes, etc.
- Components: shaft seals, couplings
- Training pumps: applications, materials, etc.
- Service report, occupational health & safety, ATEX
- Installation, assembly, commissioning, etc.
- Dismantle and reassemble of training pump(s)
- Clearances, settings, measurements, and lubricants
- Operating manuals, special tools, bearing arrangements
- Types of damage, troubleshooting, etc.
- Training covers the following pumps: ETANORM SYT, HPK-L

In Brief

Date: TBD

Start/end: 8:30 AM - approx. 5:00 PM

Location: 15710 John F. Kennedy Blvd, Houston, TX

Price: \$1914.00 (plus tax)

Contact: Email academy-houston@ksb.com
Tel. +1 844 593 0378

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CH02

Multi-stage Medium Pressure Pumps Basics

Learning Objective

The participants gain in-depth knowledge of training pumps from both practical and theoretical perspectives. After the training, they will be able to service the training pumps to the KSB standard. They will also be provided with essential background information, including samples, illustrations, examples, and, in particular, reports from the trainers' personal experience, all with practical applications.

Target Object(s): MULTITEC pump

Target Group

Service technicians in the workshop / field, and Service Sales Engineers in the office / field.

Content (60% theory; 40% practice)

- Dismantling/assembly of the training pumps, measurements and checks, tolerances
- Lubricants, tightening torques, work instructions
- Installation, commissioning, and operation
- Design and components
- Practical and theory test at the end of the training
- Training covers the following pumps: MULTITEC, HGM

In Brief

Date: 14-15 April 2026

03-04 November 2026

Start/end: 8:30 AM - approx. 5:00 PM

Location: 15710 John F. Kennedy Blvd, Houston, TX

Price: \$1914.00 (plus tax)

Contact: Email academy-houston@ksb.com
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CH03a

Servicing and maintaining submersible motor pumps: KRT & ARX

Learning Objective

This course explains the operating principles and key design features of KRT and ARX submersible motor pumps. Hands-on training allows participants to develop the practical skills needed to service and maintain these units efficiently.

Target Group

Service and maintenance engineers, foremen, and technicians. Internal employees, representatives, and customers.

Content (70% theory; 30% practice)

- Overview of KRT and ARX submersible pump designs and applications
- Identification of pump types, hydraulic layouts, and impeller designs
- Installation, commissioning, startup, and inspection procedures
- Operating principles and maintenance requirements for submersible pumps
- Troubleshooting of hydraulic, mechanical, and electrical issues
- Pump protection systems and condition monitoring concepts
- Wiring supervision, jacket-cooled pumps, and special design features
- Electrical fundamentals, including voltage changes and dual-voltage motors
- Hands-on disassembly, inspection, reassembly, and functional testing of KRT pumps

In Brief

Date: 12-13 May 2026

22-23 September 2026

Start/end: 8:30 AM - approx. 5:00 PM

Location: 15710 John F. Kennedy Blvd, Houston, TX

Price: \$2030.00 (plus tax)

Contact: Email academy-houston@ksb.com
Tel. +1 844 593 0378

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CH03b

Servicing and maintaining submersible motor pumps: Amacan & Mixers Advanced

Learning Objective

This course provides a clear understanding of the operating principles and key design features of submersible motor pumps. Through hands-on training, participants develop practical skills to properly service and maintain submersible motor pumps Amacan and Mixers.

Target Group

Engineers, foremen, technicians, and sales team. Internal employees, representatives, and customers.

Content (60% theory; 40% practice)

- Overview of submersible mixer technology and mixing applications
- Mixer configurations, propeller types, and flow generation principles
- Installation, commissioning, and alignment of submersible mixers
- Operating behavior, load characteristics, and maintenance practices
- Troubleshooting specific to mixing performance and mechanical components
- Monitoring and protection systems for submersible mixers
- Electrical connections and voltage configurations for mixer motors
- Hands-on disassembly and assembly of submersible mixers
- Mechanical seals and motor inspection
- Reassemble and operational verification

In Brief

Date: 17-18 March 2026

20-21 October 2026

Start/end: 8:30 AM - approx. 5:00 PM

Location: 15710 John F. Kennedy Blvd, Houston, TX

Price: \$2030.00 (plus tax)

Contact: Email academy-houston@ksb.com
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HCB03

Monitoring & Optimizing Pump Systems

Learning Objective

You will have gained fundamental knowledge of the interaction of a pumps within a system. This will make you aware of the typical energy consumers and how to identify potential for improvement in a system.

Target Group

Engineers, foremen, technicians, and sales team. Internal employees and representatives.

Content

- Pump Systems – Pump & System Interaction
- Saving potential
- KSB SupremeServ Monitoring & Optimization Services
- Optimization Services
- KSB Guard
- KSB Sonolyzer®

In Brief

Date: 2 June 2026

11 November 2026

Start/end: 8:30 AM - approx. 5:00 PM

Location: 15710 John F. Kennedy Blvd, Houston, TX

Price: \$760.00 (plus tax)

Contact: Email academy-houston@ksb.com
Tel. +1 844 593 0378

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HOANSI

Ansichem Product Training

Learning Objective

You will develop a solid understanding of the product, including its primary applications and the range of available sizes for each use. Through hands-on practice, you will acquire the skills to effectively service and maintain this equipment.

Target Group

Engineers, foremen, technicians, and sales team. Internal employees, representatives and customers.

Content

- ANSI / ASME B73.1 Standard
- Applications
- Available sizes
- Pump types
- Impellers, rear covers
- Interchangeability
- Modifications
- Dismantle and reassemble of the pump

In Brief

Date: 16 April 2026

05 November 2026

Start/end: 8:30 AM - approx. 5:00 PM

Location: 15710 John F. Kennedy Blvd, Houston, TX

Price: \$1400.00 (plus tax)

Contact: Email academy-houston@ksb.com
Tel. +1 844 593 0378

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KSB SupremeServ Academy

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Contacts

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