

Warranty Policy – Grundfos Sub-Sahara Africa

Grundfos' product warranty is valid for a period of 24 months on new units and 12 months on spare parts – unless otherwise explained in Annexure A - where product failures are due to defective components and/or poor workmanship in the manufacturing or assembly of our products. The warranty period may not, however, exceed 30 months from the date of production.

This warranty is subject to the correct installation, operating conditions and maintenance requirements in accordance with Grundfos' Installation and Operating Instructions and accepted codes of good practice as outlined in the instruction and operating manual, which is supplied with the relevant product and/ or obtainable from Grundfos on request.

The warranty shall be invalidated if, at any time, the product is used for an application which has not been recommended by Grundfos, or if it has been subject to incorrect maintenance or mishandling. Grundfos shall accept no liability for product failure caused by abnormal operation conditions, war, violence, storm, cataclysm, or other cases of force majeure. The decision of Grundfos in relation to any claims or disputes over the warranty is final.

Grundfos shall under no circumstances accept claims for third party liability or damage caused by the failure of any of the company's products. Any products, which have been supplied, but not manufactured by Grundfos, shall be subject to the warranty terms of the manufacturer.

Pump received for Warranty Claim

Once the pump has been received by the workshop for a warranty claim a RMA is opened on SAP CS with all relevant information, including the failure symptoms as expressed by the customer.

A white plastic tag with the respective RMA number, customer name and date must be attached to the pump with a cable tie. The customer can then take the notification to receiving to offload the pump.

On receiving of the pump in the workshop, the pump undergoes tests and a photo must be taken before stripping. In the event of the pump failing the test, photos will display the stripping process. An assessment on all parts is undertaken and a determination of the root cause of failure is made. If a motor accompanies the pump, the motor will undergo a megger test on all phases. A full report of findings accompanies the job card which is signed off by the respective technician. The job card is then set to the admin office and the pump remains in the holding area until the warranty claim is approved or declined.

A full report and photos are then sent to the customer via E-mail.

Directors: Claus Borup Soerensen (Denmark) Safak Okay Barutcu (Turkey) Mabatlane Matube (South Africa)

Rishaad Ebrahim (South Africa)

Approval of Warranty Claim

Based on the information on the job card and if required, input from the respective Service Technician, The Service Manager undertakes the decision to approve the Customer's warranty claim. The Service Administrator then loads the FAS report and the warranty order into SAP. The part numbers and quantities are loaded as per the job card.

Based on the spare stock availability, spares parts shall be ordered from a supplier to complete the warranty claim pump. The spare part purchase order must be followed up on a regularly basis.

The product will be repaired free of charge, but the cost of dismantling and mounting in the installation, will be paid by the customer.

During the warranty period, the repairs may also be carried out in Authorised Service Partner's workshops at the expense of Grundfos, when a written approval has been obtained from either Grundfos or the Authorised Service Partner.

Decline of Warranty Claim

Warranty claims will be rejected If the defect in the product arises from:

- any drawing, design or specification supplied by the customer/purchaser
- modifications undertaken by the customer/purchaser or a third party without the consent of Grundfos
- Proof of purchase directly from Grundfos (Tax Invoice)
- If a defect is caused by:
 - not performing yearly maintenance or checks as I&O manuals
 - normal wear and tear
 - inadequate maintenance or faulty repair by others than Grundfos
 - failure to observe the operating instructions
 - over-loading
 - use of any unsuitable material
 - the effects of chemical or electrolytic action
 - building or assembly work not undertaken by Grundfos
 - other reasons beyond Grundfos' control
 - out of warranty period

The Customer is informed of the declined warranty claim and that the pump can be repaired based on a quotation being sent or the pump can be returned to the Customer without any work being performed.

The Customer will then make a decision.

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SQFLEX / CRFLEX Product Warranty

Grundfos' SQFLEX and CRFLEX product warranty is valid for a period of 24 months from date of invoice on pump and motor combinations only, and 30 months on complete systems including solar panels with a control box.

Grundfos shall accept no liability for product failure caused by abnormal operation conditions, sand wear, corrosion, wrong installation and rough handling.

NK & NB Range

Grundfos' NK & NB product warranty is valid for a period of 24 months from date of invoice on pump and motor mounted on a Grundfos baseplate.

Grundfos shall accept no liability for product failure caused by no alignment done after installation as per visible instruction on coupling guard, wrong installation and incorrect handling.

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Rishaad Ebrahim **(South Africa)**