

Grundfos Extranet user manual



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Introduction

Thank you for using the Grundfos Extranet. We are happy to serve you with our 24/7 web-shop, supplying you with up-to-date information on prices, product availability, your orders, invoices, deliveries, quotations and a lot more!

Because we are continuously working on improving the experience and functionality, the illustrations in this guide might vary from the screens you see in practice.

Also, please be aware, that the Grundfos Extranet, uses roles depending on the access rights of the user. In addition, local variations in functionality can also apply and therefore you might experience that this guide extends beyond your access rights and some functionalities might not be available to you.

We hope you will find this guide helpful and your local Grundfos contact is always ready to assist you.

Home

The Grundfos Extranet homepage will be your news and support section.

In the upper right hand corner you have the option of **updating your profile**. You can also click on the **shopping cart** to be directed to the quick order screen where you can start placing your order.

- 1 **Shopping cart/quick order button** allows you to go directly into placing an order/Shopping cart
- 2 **Recent orders** - This shows your most recent orders. Click the order line to open up information about that specific order.
- 3 Also, here you find your **recently ordered products** for quick add to cart and purchase.
- 4 In this section you can find your local Grundfos contact information.

Grundfos.com


GRUNDFOS | EXTRANET

Enter search term

3

Email: bsvaneh@grundfos.com


[Home](#) [Find Products](#) [Favorites](#) [Orders and Invoices](#) [Quotations](#) [Help](#) [My Company](#)



Some things have moved in the new Extranet


Checking product availability and your net price. Click here for the instruction video

Pump designs




The pump design describes the pump type. If you know what kind of installation you have, and you need an end-suction, in-line or other type of pump, click "Pump design".

Applications







If you want to find a pump, and you know what kind of application you have, such as heating, pressure boosting, etc., click "Pump application".

Product family



If you want to find product and service portfolios, technical information, drawings, descriptions, performance curves, repair and maintenance, optimization and consultancy, click "Product families".

3 Recently Ordered Products

	Product name	Update product No.	List price	Quantity
☆ 	CRI3-23 A-FG3-I-E-HQQE 3x230/460 60HZ	96083592	USD4,094.00	1 
☆ 	Stage package kit SP17	0012HH06	To be confirmed	1 

1 Shopping Cart

GPC Shortcuts

- [Guided Selection](#)
- [Advanced sizing](#)
- [Replace a product](#)
- [Your Projects](#)
- [Grundfos Express Suite](#)

2 Recent Orders

PO no.	Status
1212868	Open
1213192	Open
1213137	Shipped
1213126	Partially Shipped
123	Open
TEST	Open

[View all](#)

Your Grundfos contacts

Bettina Svane Hansen 4

Phone number:

Email: bsvaneh@grundfos.com

BROWSE PRODUCTS/ PRODUCT DETAIL PAGE

– Checking availability for a product

Searching for a product is now much easier due to an intelligent search technology which makes the selection more accurate as you type along. Simply **type the product number or name** in the search bar and click the product.

Note: If the product cannot be found, it is either a non-existent product number or a product that cannot be ordered via Grundfos Extranet.

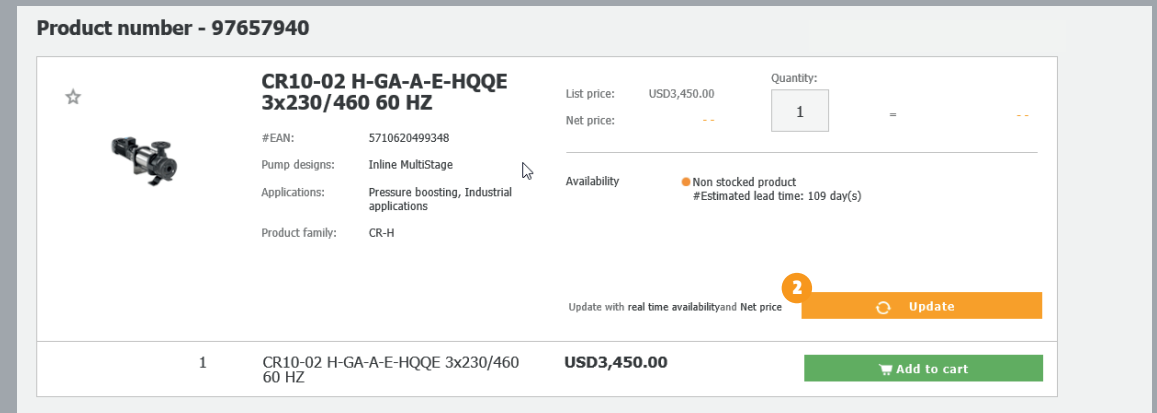
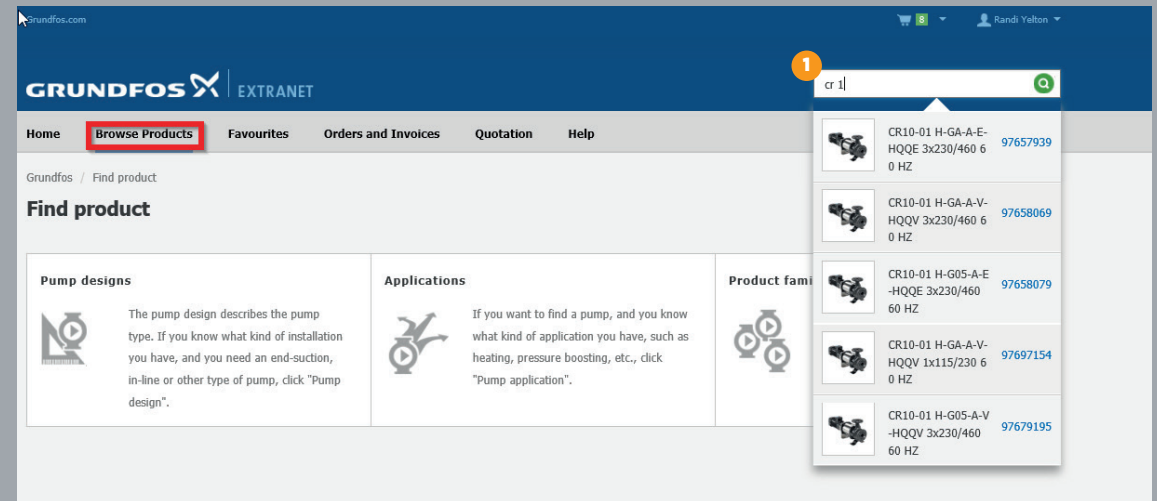
Clicking the product will direct you to the **product detail page**

The functionality of **availability and net price check** of the original Extranet is here, together with the new enhancements like the stock lead time indication which ensures that you, as the customer, always have access to the latest information.

- To get the current availability date you must **click UPDATE**. The availability is retrieved from Grundfos' ERP systems and is thus the same information as the Grundfos sales people can see on the ERP system.

You can also **browse products** in Extranet instead of the local Grundfos homepage, where you have the opportunity to order the product directly from the catalogue.

Ensure that the product number is written correctly or contact your local Grundfos office for assistance.



Selecting and Buying spare parts

It's very simple to identify and select spare parts for your Grundfos products.

First you find your Grundfos product for which you want to obtain spare parts (see section Browse Products in the manual).

- 1 From the product detail window, you scroll down and select the Spare Parts tab.

Click on the Spare Parts list and select your spare part from the list

- 2 or from the exploded view and click on the **Add to Shopping Cart** button.

The selected spare part will put in your shopping cart and you can

- 3** finalize the order by clicking on the **Continue to your Shopping Cart button**.

EXTRANET

[Home](#)
[Find Products](#)
[Favourites](#)
[Orders and Invoices](#)
[Quotations](#)
[Help](#)
[My Company](#)

Grundfos / [CRE3-11 A-FGJ-A-E-HQQE 3x380-500 60HZ](#)

Product number - 98389704

CRE3-11 A-FGJ-A-E-HQQE 3x380-500 60HZ

EAN: 5711494182626

Material pricing group: 02

List price: £2,055.00

Net price: -

Quantity:

Availability: ● Stocked product
Estimated lead time: 1 day(s)

Update with real time availability and net price [Update](#)

1	CRE3-11 A-FGJ-A-E-HQQE 3x380-500 60HZ	£2,055.00	Add to cart
---	---------------------------------------	-----------	-----------------------------

Performance curve

Product photo

Dimensional Drawing

Motor curve

Wiring Diagram

Spare parts

Service Parts - Valid from 25.12.2012 (1252)

[Collapse](#) [Expand](#) [Clear](#)

- [Recommended Service Parts](#)
- [Service Parts](#)

Exploded view (m020210 4100)

Service Parts - Valid from 25.12.2012 (1252)

[Collapse](#) [Expand](#) [Clear](#)

- [Recommended Service Parts](#)
 - 24 years of operation
 - [KIT, gaskets](#)
 - [KIT, shaft seal HQQE](#)
 - [KIT, wear parts](#)
 - 5-years of operation
 - [Service Parts](#)

Product no.: 96455090

Quantity: 1 pcs

Name: KIT, gaskets

[ADD TO SHOPPING CART](#)

ADDED TO YOUR SHOPPING CART

Product	Quantity
96455090 KIT, Gasket EPDM	1

[CONTINUE TO YOUR SHOPPING CART](#)

FAVORITES

(My Products)

Favorites are used for customizing a favorite/frequently ordered list of products. This is valuable to customers who repeatedly order the same range of products.

If a **star** is displayed next to a product, you can add it directly to your favorites list by marking the star.

- 1 Product numbers can be copied and pasted directly from Excel into the favorites tab before clicking “Add to favorites”.

If you wish to reference your own part number that correlates with the Grundfos product number, you have the option to do so on your Favorites tab.

Note: You cannot search by your own reference part number - only Grundfos part number.

The image shows a screenshot of the Grundfos ExtraneT web application interface and an Excel spreadsheet. The web application is titled "GRUNDFOS EXTRANET" and has a navigation bar with links: Home, Browse Products, Favourites, Orders and Invoices, Quotation, and Help. The "Favourites" tab is active. Below the navigation bar, there is a section titled "Favorites" with a sub-header "Add products". A blue button labeled "★ Add to favorites" is visible. A table lists products with columns for "Product name", "Update product No.", and "Quantity". A product is listed with a star icon, the Grundfos logo, and the text "HS402 3X208V/60 0,50HP w.cable pack" and "96465633". A "Your Product Number" dialog box is open, showing a text input field with "HHHHHT" and a "Quantity" field with "1". An Excel spreadsheet is overlaid on the bottom left, showing a list of product numbers in column A: 99267426, 99159470, 52722501, 91122110, and 99274563. A dashed orange line connects the first product number in the Excel spreadsheet to the "Add products" section in the web application.

Grundfos.com

GRUNDFOS EXTRANET

Enter search term

Home Browse Products Favourites Orders and Invoices Quotation Help

Grundfos / Favorites

Favorites

Add products

★ Add to favorites

Product name Update product No. Quantity

★ HS402 3X208V/60 0,50HP w.cable pack 96465633

Your Product Number

HHHHHT

1

File Home Insert

A1

A B

1 99267426

2 99159470

3 52722501

4 91122110

5 99274563

6

7

Shopping Cart

- 1 Add **Single line items** to your shopping cart with the quantity and then click the green shopping cart icon to add to your cart
- 2 Add **Multiple items** to your order by copying the part number and quantity and pasting it into the “Add Multiple Products” box shown in the screenshot. Add them to the cart by pressing the green shopping cart icon.
- 3 To **calculate your net price and availability on single or multiple** item lines, click the orange “**Update cart**” button (please be aware that this might take some time, depending on the amount of products in your cart)

When you have updated the cart, click the green **CHECKOUT button** and you will be directed to the Shipping and Delivery information page

To **Delete items** from your cart click the trashcan DELETE button.

Shopping cart

1 Shopping cart
2 Shipping and delivery
3 Review order
4 Order placement confirmation

Quick order

Add multiple products 1

Product number

Eg 97993192 1

Quantity

Eg 97993192 5 2

(Syntax: product number quantity)

Checkout

Update cart 3

Empty cart

Table

List

#Pos.	Product No.	Product name	Quantity	Availability	List price	Net price	#Total
2	91843858	SLEEVE,LXA JM B	1	--	--	--	--
1	97722693	DDA 30-4 AR-PV/T/C-F-311004BG	2	--	--	--	--

* The availability indicates the estimated date of delivery from Grundfos

Total

Sub-total:

Total excl. VAT:*

FILE

HOME

INSERT

PAGE LAYOUT

FORMULAS

Cut

Copy

Paste

Format Painter

Clipboard

Calibri

11

B

I

U

A1

:

99267426

99267426

99159470

52722501

91122110

1

2

5

3

Shipping and Delivery

1 Select Shipping Address:

Use the default shipping address, select from address book or enter a new shipping address. If you enter a new address you can check the box to request Grundfos to save this address to your address book so you do not have to type the address next time. Entering a new address requires verification from Grundfos, and might take a few days before visible in the address book.

2 Shipping Method

Will show the available shipping methods that your local Grundfos Sales office offers.

3 Requested Delivery Date:

Select your requested due date in the pop-up-calendar. Requested delivery date could also be available on an item/product level if enabled for you locally. Reach out to you local Grundfos contact for enabling this feature.

4 Choose Shipping Preference:

You will need to select Partial or Complete delivery. If you select Complete your items will NOT ship until all products on your order are available to ship

5 Additional order info:

You are required to type a Purchase Order number. If you have additional notes you would like us to see, please type those notes in the "Message for Grundfos"-box (example: UPS Account #, ATTN:).

6 To Review your order you will need to click the green "CONTINUE TO CHECKOUT"

Shipping and delivery

1 Shopping cart
2 Shipping and delivery
3 Review order
4 Order placement confirmation

Continue to checkout

1. Select shipping address 1

☒ Use default address
☐ Select address from address book

☒ Enter a new address

Mandatory field

Company name *

#Optional

Address *

Phone number

Zip code

City *

PO box (optional)

Country *

United States

State/Region

#Please select

☐ Request for Grundfos to save this address to your address book

2. Select shipping and delivery preferences

Choose shipping method 2

☐ Express
☐ Truck
☐ Next day
☐ Courier

Choose requested date of delivery 3

Choose shipping preference 4

☐ Partial delivery - ship products individually as they become available
☒ Complete delivery - ship when all products are available

3. Additional order info 5

Your PO number (required)

Message for Grundfos (optional)

Prev

May 2017

Next

Mo	Tu	We	Th	Fr	Sa	Su
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

6

Continue to checkout

Review Order

- 1 If you need to make changes to the product ordered or the quantity click **Edit shopping cart**.

You can also quickly navigate back to a previous step by clicking the corresponding tab **Shopping cart** or **Shipping and delivery**

If everything is in order, tick **Accept Terms and conditions**.

Click **PLACE ORDER** to submit order to Grundfos

Review order

1 Shopping cart

2 Shipping and delivery

3 Review order


4 Order placement confirmation

1. Shipping address	2. Shipping method	3. Additional order info
Shipping address: Change	Shipping method: Truck Change Requested date of delivery: 13-05-2017 Change Shipping preference: Complete delivery - ship when all products are available Change	Your PO number: TEST Edit Message: UPS ACT # , ATTN: Edit

Products ordered

1 Edit shopping cart

Position number.:1

★	Product number:96465633	HHHHHT
	MS402 3X208V/60 0,50HP w.cable pack	Quantity: 1 Confirmed date:* To be confirmed Plant: Fresno
	Net price per unit: USD153.60	Total net price: USD153.60

*Estimated time of arrival

Order total	Items in your shopping cart: 1	Sub-total Sales Tax	USD153.60 -
		Total excl. VAT	USD153.60

☐ Accept [Terms and conditions](#)

Place order

Order placement confirmation

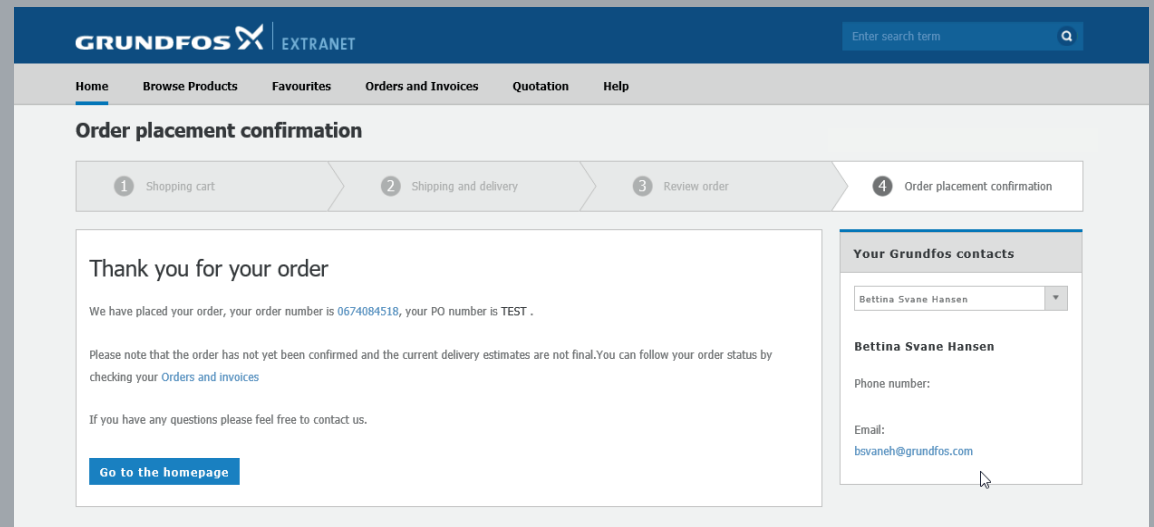
In the **Order placement confirmation** screen you will see the Grundfos order acknowledgement/sales order number and your purchase order that correlates.

Note: Please note, this page confirms your order placement, but does not serve as the final order confirmation. For legal reasons, this will be sent to you by email or fax.

The final order confirmation will for legal reasons be sent to you by email or fax

You will also find the Grundfos contact information in case you have additional questions about your order. Phone number and email address will be listed here.

Immediately after the order is submitted, you will be able to follow the status using the “Orders and Invoices” tab.



Order Details

(Orders and Invoices)

- 1 The Order section gives you access to status on all placed orders. It will pull up the orders placed in the last 30 days. If you need to go back prior to the 30 days **you can search by order status, date range, product number, PO number, order number and order status**. This will show you 12 months of history.
- 2 To see the details of a specific order please select the blue **"VIEW"**-button
- 3 Order Details shows you a breakdown of the order. You can **download a PDF file of your order details or Excel file**. Once you choose PDF or Excel you will have the option to PRINT the order details.
- 4 To retrieve the official Grundfos order confirmation, you can press the pdf icon with the order confirmation number.
- 5 To re-order all materials in the same quantities as in the specific order, press the green **"COPY ORDER TO SHOPPING CART"** button. All products will be added to the shopping cart in the same quantities. The quantities can then be changed in the shopping cart if desired.

Note: An order that has already been placed cannot be changed via the Extranet. If a change is needed, your local sales office must be contacted.

GRUNDFOS Favourites EXTRANET Enter search term

Home Browse Products Favourites **Orders and Invoices** Quotation Help

Grundfos / Orders

Orders and invoices

Orders Invoices #Balance

Search by

1 Select your search type

Select your search type

Date range

Product number

PO number

Order number

Shipping address	Order placed	Order status	Order total	Order and connected shipments
PUMPS OF HOUSTON INC, 10239 COSSEY RD, 77070, HOUSTON, Texas, United States	27-04-2017	Open	USD4,094.00	2 View

Order details - 0674084514

3 PDF 4 Excel 5 Copy order to shopping cart

Order number: 0674084514
 Order placed: 27-04-2017
 Your PO number: TEST
 Currency: USD
 Order status: Open
 Shipping method: Truck
 Shipping preference: Complete delivery - ship when all products are available

Shipping address: PUMPS OF HOUSTON INC 10239 COSSEY RD 77070 HOUSTON 8324485931 Texas United States

Requested date of delivery: 28-04-2017
 #View order: 0674084514.pdf 4

Message: TEST TEST UPS

Position number.:1

Product number: 96083592 Total net price: USD4,094.00

CRI3-23 A-FGJ-I-E-HQQE 3x230/460 60HZ

Net price per unit: USD4,094.00
 Confirmed date:
 Shipping status: Open
 Shipping & tracking:
 Invoice no.:

Quantity: 1

Order total	Items: 1	Sub-total:	Sales Tax:
		USD4,094.00	USD0.00

Deliveries

In the “Deliveries” tab in orders and invoices, you will be able to see all you deliveries that has been shipped

1 Clicking the delivery no. retrieves the details of your specific delivery (shipping details)

2 From the shipping details overview you can download a PDF output of your details.

You can also track your order at the carrier website, by pressing the **track at carrier website-link**. This will take you to the local carrier website and automatically populate the package reference number.

Note: Track and trace option is based on carrier capabilities and thus Grundfos cannot guarantee this option for all customers. However, carrier name and bill of lading (carrier tracking number) will always be available to you for reference.

Grundfos / Deliveries

Orders and invoices

Orders

Deliveries

Invoices

Search by

Select your search type

4865 Deliveries found

Delivery no.	Order no.	Your PO number	Plant	Order shipment date	Status
2011735479 1	0011943739	33085953	Grundfos Operations	09/08/2018	Shipped
2011735685	0011971205	0033086994	Grundfos Operations	09/08/2018	Shipped
2011737253	0011977766	0033087213	Grundfos Operations	08/08/2018	Shipped
2011732957	0011956961	33086418	Holland	08/08/2018	Shipped
2011729227	0011971205	0033086994	Grundfos Operations	08/08/2018	Shipped

Shipping details

Grundfos shipping number:
2011735479


Shipping address:

Expected date of delivery:
09/08/2018

Plant:
Grundfos Operations

2 PDF

3 Track at carrier website:
Track at carrier website

Your PO number	Product name	Product number	Quantity in shipping	Order number
33085953	 SE1.100.100.75.4.51D.8	96047671	1	0011943739

Balance/ Financial profile

The balance tab shows your current balance in Grundfos and the corresponding invoices and open orders affecting the balance.

- 1 Clicking the Financial status gives you an overview of your current open orders value and credit status. The detail window also holds information of credit limit exceedings and available credit.

Note: Display of balance/financial profile is based both on user access rights and if it is enabled for your local base store. If you require access to this functionality, please reach out to your local Grundfos contact.

HomeFind ProductsFavouritesOrders and InvoicesQuotationsHelpMy Company

Grundfos / Balance

Balance

OrdersDeliveriesInvoicesBalance

1 Financial status

117 Invoices foundCurrent balance: 8,108,061.32 ARS

Invoice no.	Invoice type	Allocate number	Invoice date	Invoice due date	Local amount	Amount
9510093139	Invoice	Paquete ANSI	31/05/2018	28/09/2018	ARS3,438,298.20	ARS3,438,298.20
9510094261	Invoice	Pedido General Jun	29/06/2018	29/07/2018	ARS53,263.93	ARS53,263.93
9510094262	Invoice	Pedido multi	29/06/2018	29/07/2018	ARS37,945.12	ARS37,945.12
9510094223	Invoice	Pedido Multi	29/06/2018	29/07/2018	ARS16,772.36	ARS16,772.36
9510094174	Invoice	Pi				RS18,484.88

Financial status1

Credit Statuscredit-limit-exceeded

Payment terms

Total Open ordersARS3,182,073.45

Credit InvoicesARS6,275,449.51

Credit LimitARS0.00

Credit UsedARS11,290,134.77

Credit available-ARS11,290,134.77

CurrencyARS

Invoice Details

The Invoice section gives you access to invoices for all placed and invoiced orders. The list of invoices gives you a quick overview of amounts and dates related to your Grundfos account.

- 1 With the **"search-by"**-selector you will be able to filter down on specific criteria such as: invoice number, date range, PO number, order number or reference. 12 months history will be available.
- 2 By pressing the **"view"**-button, you will be able to retrieve all relevant details for the specific invoice.
- 3 Download an immediate extract of the invoice details, by pressing the **"PDF"**-button. For the official Grundfos invoice, press the PDF-number.

GRUNDFOS

EXTRANET

Enter search term

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Grundfos / Invoices

Orders and invoices

Orders

Deliveries

Invoices

Search by

1 Select your search type

1554 Invoices found

Invoice no.	Reference	Invoice type	Your PO number	Connected orders	Invoice date	Invoice due date	Invoice total	View invoice
0601620278	0601620278	Invoice	1214713	0674203107	7/6/2018	8/4/2018	\$82.80	View
0601620282	0601620282	Invoice	1214562	0674202551	7/6/2018	8/4/2018	\$1,971.26	2 View
0601620287	0601620287	Invoice	1213610	0674198245	7/6/2018	8/4/2018	\$1,258.60	View
0601620291	0601620291	Invoice	1214639	0674202789	7/6/2018	8/4/2018	\$863.91	View
0601620295	0601620295	Invoice	1214693	0674203008	7/6/2018	8/4/2018	\$2,617.41	View

Grundfos / Orders and invoices / Invoices

#Invoice details Copy - 0601620282

Download PDF

#Grundfos invoice number: 0601620282

Invoice type: Invoice

Invoice date: 7/5/2018

Payment Terms: 30 days net

Invoice due date: 8/4/2018

Currency: USD

3 [View PDF:](#)

0601620282.pdf

Order number: [0674202551](#)

Your PO number: 1214562

#Position no. 10	Product number: 96127008 CRN15-07 A-FGJ-G-E-HQQE 254/256TC 60 HZ	Quantity: 1	Net price per unit: \$1,971.26	Total net price: \$1,971.26
		Deliveries:		

#Sub-total:	\$1,895.44
Sales Tax	\$0.00
Freight	\$75.82
#Output tax:	\$0.00
Invoice total:	\$1,971.26

Quotations

Turn your quotes directly into a purchase order.

- 1 You have the ability to **search quotation** number, product number, reference, or description.
- 2 On a **quote detail page**, press the “Deliver Quotation”-button to add the quote to your shopping cart. This will take you directly to the Checkout step 2 (shipping and delivery)

Note: If editable, you may remove standard items and add/remove optional items. Adding a new item and clicking **update quotation**, will recalculate the price. If Editable is **no**, you may not remove standard items but may add/remove optional items.

- 3 Editable Yes/No is set by Grundfos internal sales staff.

The screenshot displays the Grundfos Extranet interface. The top navigation bar includes links for Home, Browse Products, Favourites, Orders and Invoices, Quotation, and Help. A search bar is located in the top right corner.

The main section is titled "Quotations" and features a search bar with a dropdown menu. The dropdown menu is open, showing options: "Select your search type", "Posting date interval", "Quotation number", "Product number", "Reference", and "#Description". A red circle with the number 1 is placed next to the "Select your search type" option.

Below the search bar is a table with columns: "Reference", "Description", "Project", "Quotation status", "Quotation total", and "View quotation". The table is currently empty, with a message "0 Quotations found" at the bottom.

The second part of the screenshot shows the "Quotation details - 1003211050" page. The page has a green "Deliver Quotation" button (marked with a red circle 2) and two buttons: "Update quotation" and "Reset quotation".

The details section includes the following information:

- Quotation number: 1003211050
- Order number: 5/3/2018
- Quotation posting date: 5/3/2018
- Valid from: 5/3/2018
- Expiration date: 2/2018
- Editable: 1
- Status: Active
- Reference: Project:
- Description: DMH 575-10 AT5-SS-X/V/SS-X-F1PP DUPLEX
- Position number: 10
- Product number: 000DUMMY
- Total net price: \$9,635.40
- Net price per unit: \$9,635.40
- Quantity: 1

A "Download quotation" button with a PDF icon is also present.

My profile

- 1 You can access **your profile** by clicking on your name in the upper right hand corner of the page. If you click on the blue “My Profile” button you can make changes to your profile.

User Information: You can update your first and last name and the phone number listed by clicking “**EDIT**”. If you need to change your email address you will need to contact customer service.

- 2 Change Password: If you need to reset your password, click “**CHANGE PASSWORD**”. You will then be prompted to enter your email and click “submit”. An email will be generated to create a new password.

This section also gives you the opportunity to change **language settings**.

- 3 Settings: If you need to change the **frequency**, click “Change” and then select if you want 50Hz or 60Hz.
- 4 Also, here you are able to see the **currencies** available for your basestore for you to change for list prices*

*Net prices will always be calculated and shown in your default currency.

Note: If you want to change email address contact your local Grundfos contact

The screenshot displays the Grundfos Extranet 'My profile' page. At the top, a navigation bar includes 'Home', 'Browse Products', 'Favourites', 'Orders and Invoices', 'Quotation', and 'Help'. A user profile dropdown in the top right shows the user's name 'Randi Yelton' and a 'My profile' button, marked with a red circle 1. The main content area is divided into 'User information' and 'Company information' sections. The 'User information' section includes fields for 'User name and email' (ryelton@grundfos.com), 'Title' (Ms. (Feminine)), 'Name' (Randi Yelton), 'Phone number', 'Mobile phone', 'Password' (with a 'Change password' link), and 'Language' (English (USA) with a 'Change' link). The 'Company information' section includes 'Company name'. A modal window titled 'GRUNDFOS LOGIN - RENEW PASSWORD' is open, showing an email input field and 'Back'/'Submit' buttons, marked with a red circle 2. To the right, the 'PUMPS OF HOUSTON INC, 0600000016' section contains 'Your Grundfos contacts' (Bettina Svane Hansen) and 'Contact us' information for Grundfos Pumps Corporation. The 'Settings' section at the bottom includes 'Your webshop role' (Quotation user), 'Frequency in Hz for product information' (60), and '#Selected list price currency' (USD). Two additional modal windows are shown: 'Select frequency in Hertz' with radio buttons for 50 and 60 Hz (60 is selected, marked with a red circle 3), and 'Select your currency for list prices' with radio buttons for EUR and NOK (NOK is selected, marked with a red circle 4). Both modals have an 'Apply' button.

Help

Still confused?

Get help in our HELP section where you will find both **Frequently Asked Questions** and **Grundfos Help Videos** that will show you how to place an order or check availability in the new Extranet.

HomeFind ProductsFavouritesOrders and InvoicesQuotationsHelpMy Company

Grundfos / Help / Getting Started

Help

Getting StartedFAQ


Having trouble? Please take a look at our video tutorials

Grundfos Help Videos

Placing an order

Get Annual Terms and conditions


Place order



How to place an order

Availability

● Stocked product



How to see availability

Your Grundfos contacts

Customer Service

Customer Service

Phone number:

Email:
ordersupport-gpu@grundfos.com

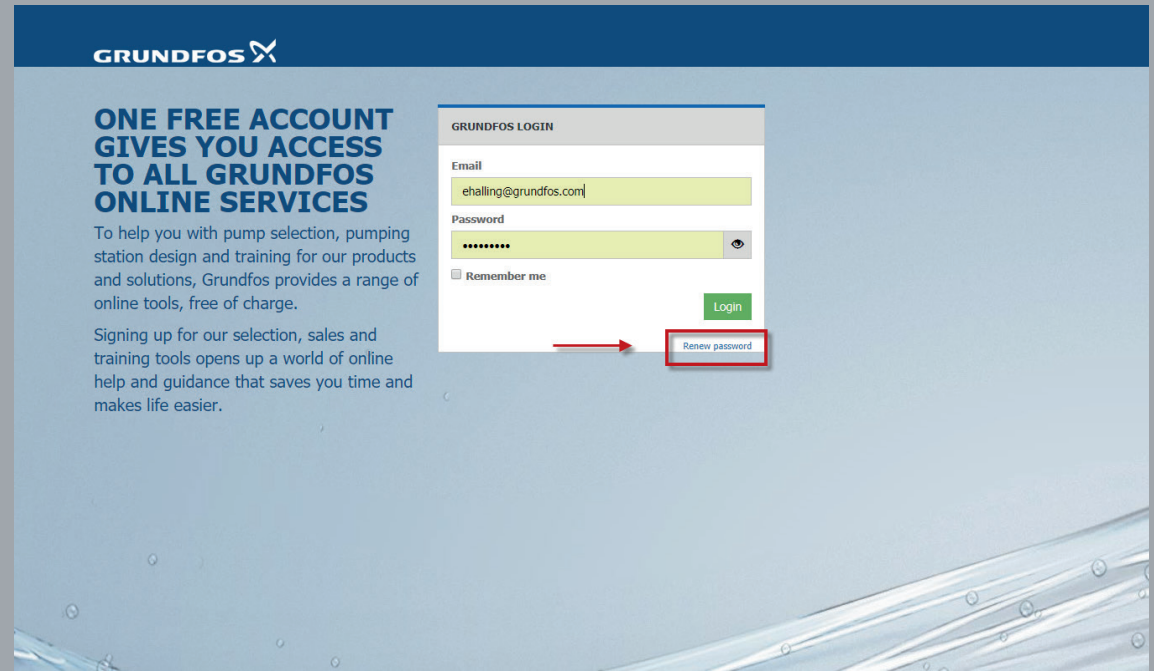
Company Information

Grundfos Pumps Corporation

17100 West 118th Terrace
66061 Olathe
United States
Phone number:
(+1) 913 227 3400
Fax:

Forgot your password?

**Go to <https://app.grundfos.com/ordering>
At the login screen press “renew password”**



The screenshot shows the Grundfos login interface. At the top is the Grundfos logo. Below it, a heading reads "ONE FREE ACCOUNT GIVES YOU ACCESS TO ALL GRUNDFOS ONLINE SERVICES". To the left of the login form, there is explanatory text about the benefits of a free account. The login form itself is titled "GRUNDFOS LOGIN" and contains fields for "Email" (with the address "ehalling@grundfos.com") and "Password" (masked with dots). There is a "Remember me" checkbox and a green "Login" button. A red arrow points from the text area to a "Renew password" button, which is highlighted with a red rectangular box.

GRUNDFOS

ONE FREE ACCOUNT GIVES YOU ACCESS TO ALL GRUNDFOS ONLINE SERVICES

To help you with pump selection, pumping station design and training for our products and solutions, Grundfos provides a range of online tools, free of charge.

Signing up for our selection, sales and training tools opens up a world of online help and guidance that saves you time and makes life easier.

GRUNDFOS LOGIN

Email
ehalling@grundfos.com

Password

☐ Remember me

Login

Renew password

Contact info



GPU

Phone for all support:

1-844-994-2850

Option 1: Order Support

Option 2: Technical Support

Option 3: BoosterpaQ Support

Email addresses:

Order Support:

ordersupport-gpu@grundfos.com

Technical Support:

products-us@sales.grundfos.com

BoosterpaQ Technical Support:

BoosterpaQ-us@sales.grundfos.com

or

See Extranet homepage for local contact details

GCB

Phone for all support:

1-844-994-2850

Option 1: Order Support

Option 2: Technical Support

Option 3: BoosterpaQ Support

Email addresses:

Order Support:

orders-cbs@grundfos.com

Technical Support and RFQ's:

quoterequest-cbs@sales.grundfos.com

BoosterpaQ Technical Support:

BoosterpaQ-us@sales.grundfos.com

or

See Extranet homepage for local contact details

Peerless Pump Company

Phone for all support:

1-317-925-9661

Email addresses:

Order Support:

ppucs@peerlesspump.com

Technical Support:

AE@peerlesspump.com

or

See Extranet homepage for local contact details

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www.grundfos.com

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