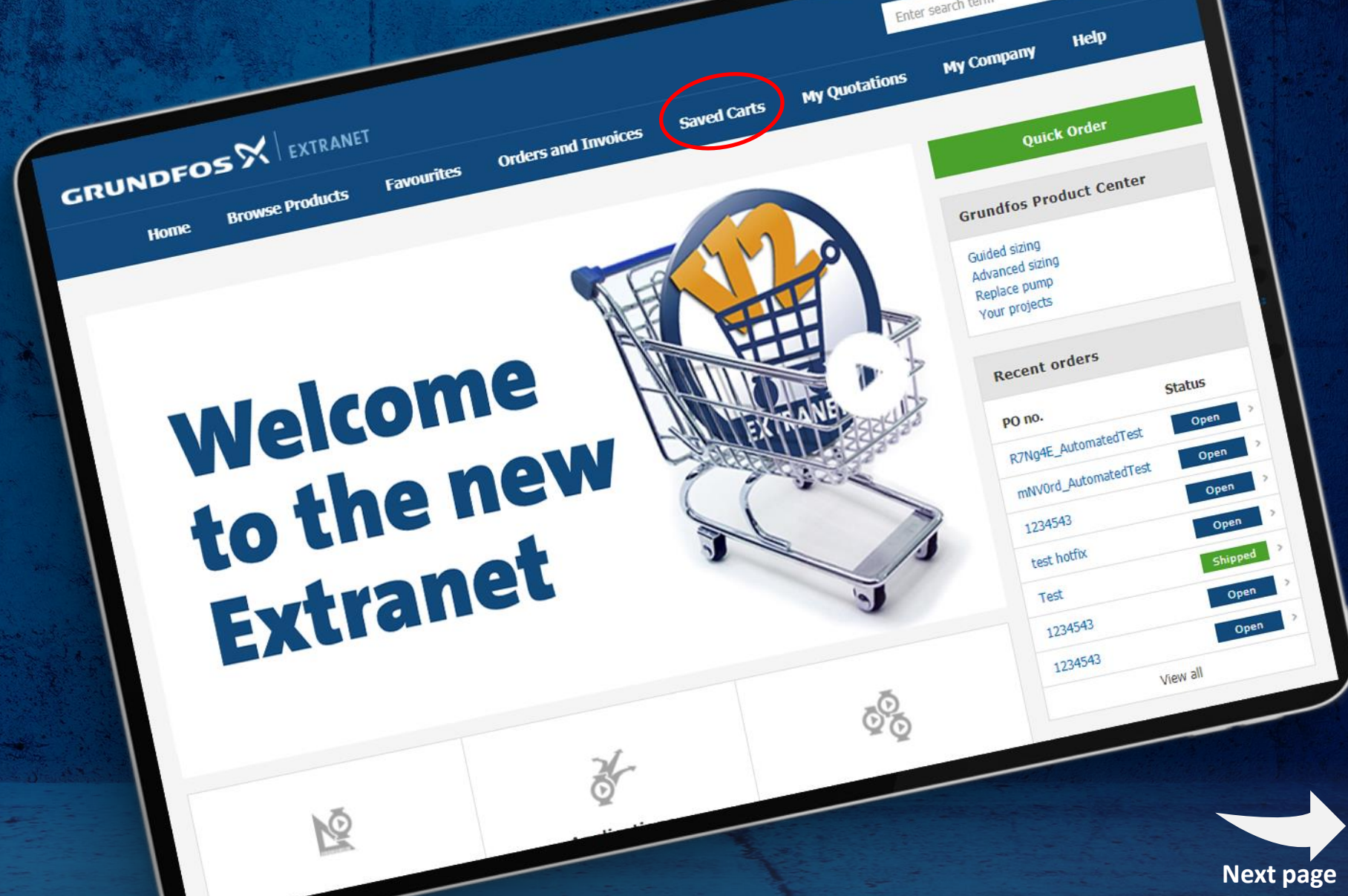




Customer change notice

Date: 23-02-2021



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Valued Grundfos Extranet customer

As part of our continuous optimization of Grundfos Extranet, we are announcing a small change which might impact the way you use Extranet as a customer.

Previously, you have been able to retrieve **technical documentation and data on specific products** in Extranet, but due to our recent UX changes on Grundfos Product Center the **procedures of seeing or extracting this data** has now changed slightly.

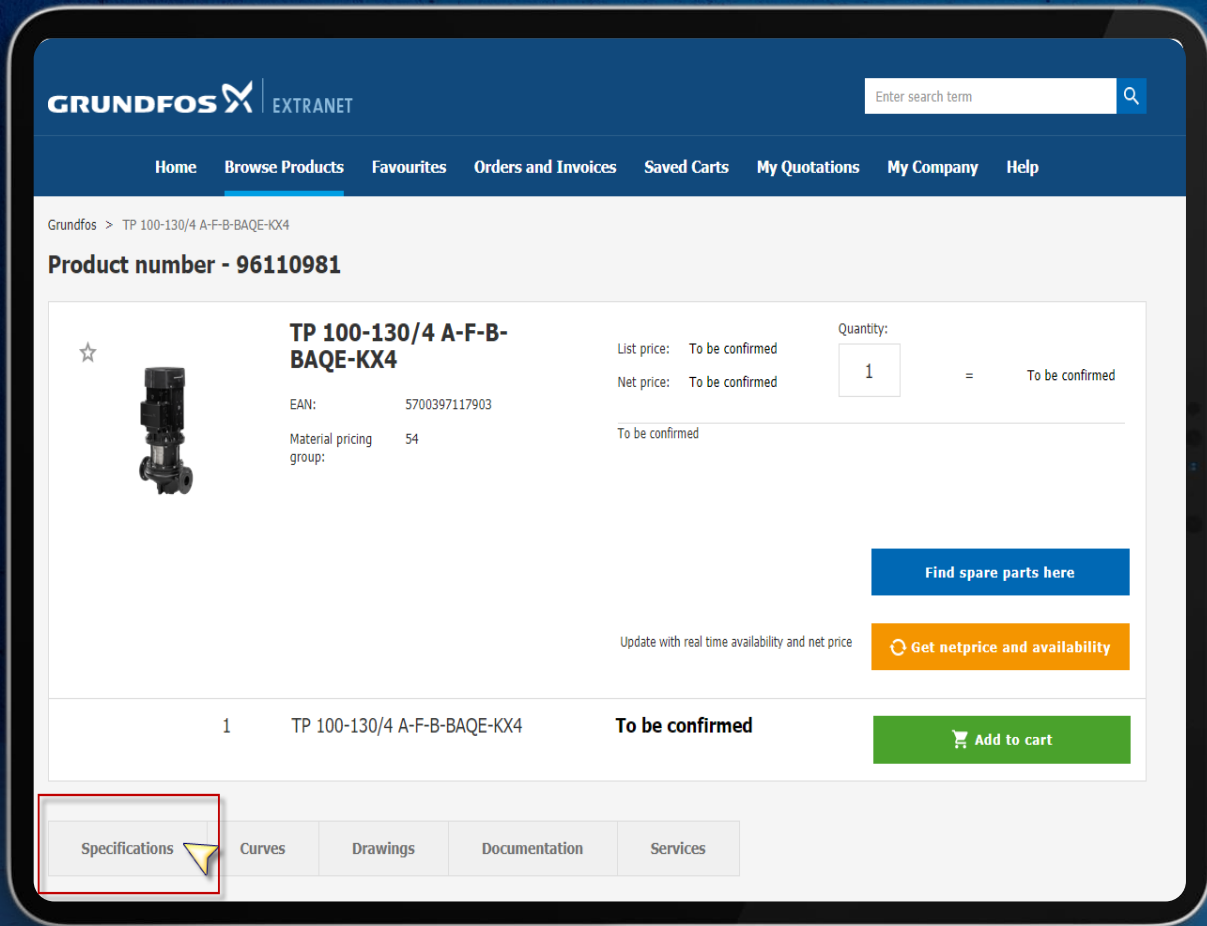
With effect from **February 24th 08:00 AM CET** this new procedure replace the current and as such, we kindly advise you to read the following guide which will introduce the new changes and how to reach the outputs.

It is important to notice, that **the contents remain the same** as originally – we are merely changing the way in which you retrieve them.

We apologize for any inconvenience this might incur but hope you will find this guide helpful in understanding the new approach.


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The new solution



On Grundfos Extranet

Previously, on the **product detail page**, an “iframe” of **Grundfos Product Center** technical data feature would allow you to interact with and retrieve **technical product data** from GPC directly.

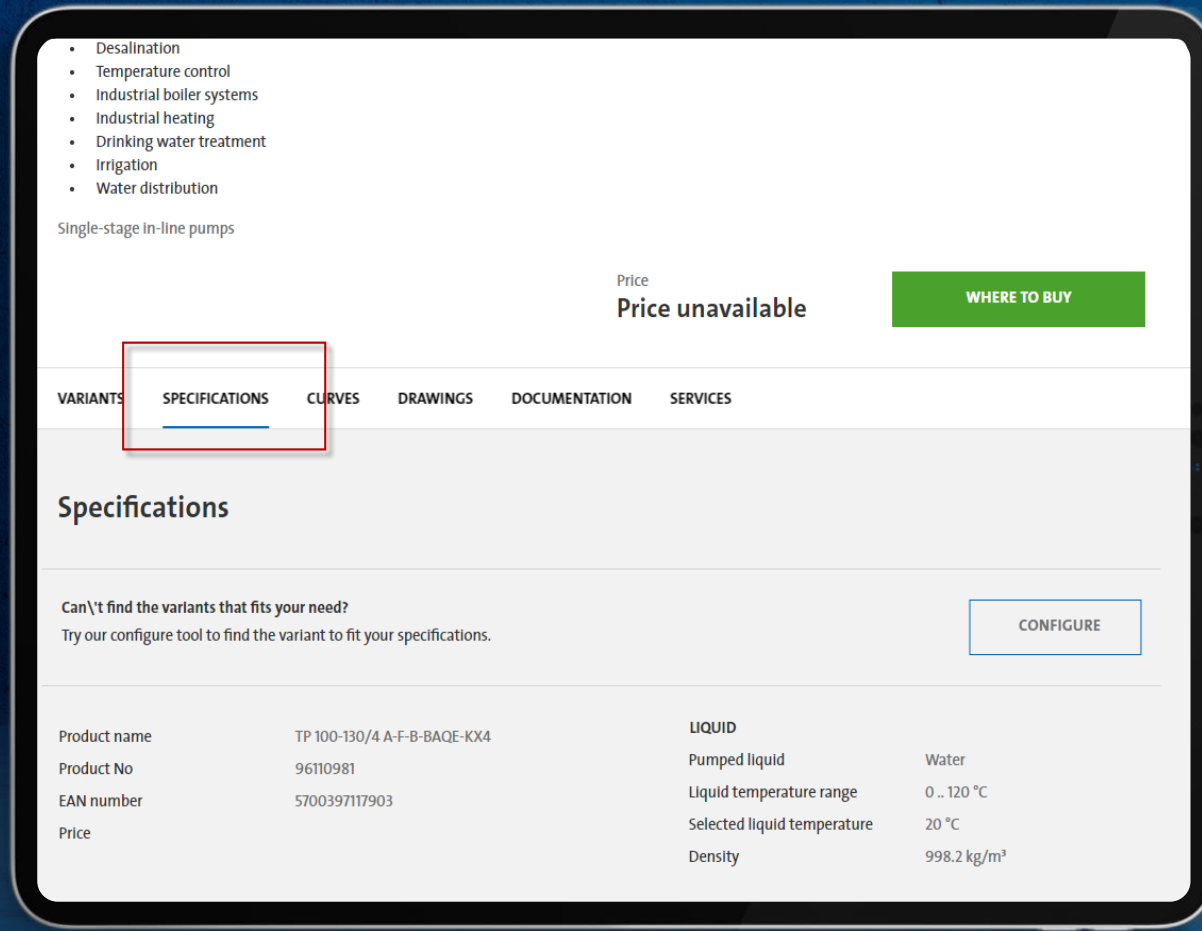
While having reintroduced a new experience on our .com sites and Grundfos Product Center, the visibility of technical details will disappear **from Extranet**.

For you, this means that from **Wednesday 24th 08:00 AM CET** the iframe will be replaced with a link bar underneath the commercial banner with which you can interact.

The links in the bar represent the different options available for the product and will only appear if data is available (e.g. services)



The new solution



In Product Center / .local sites

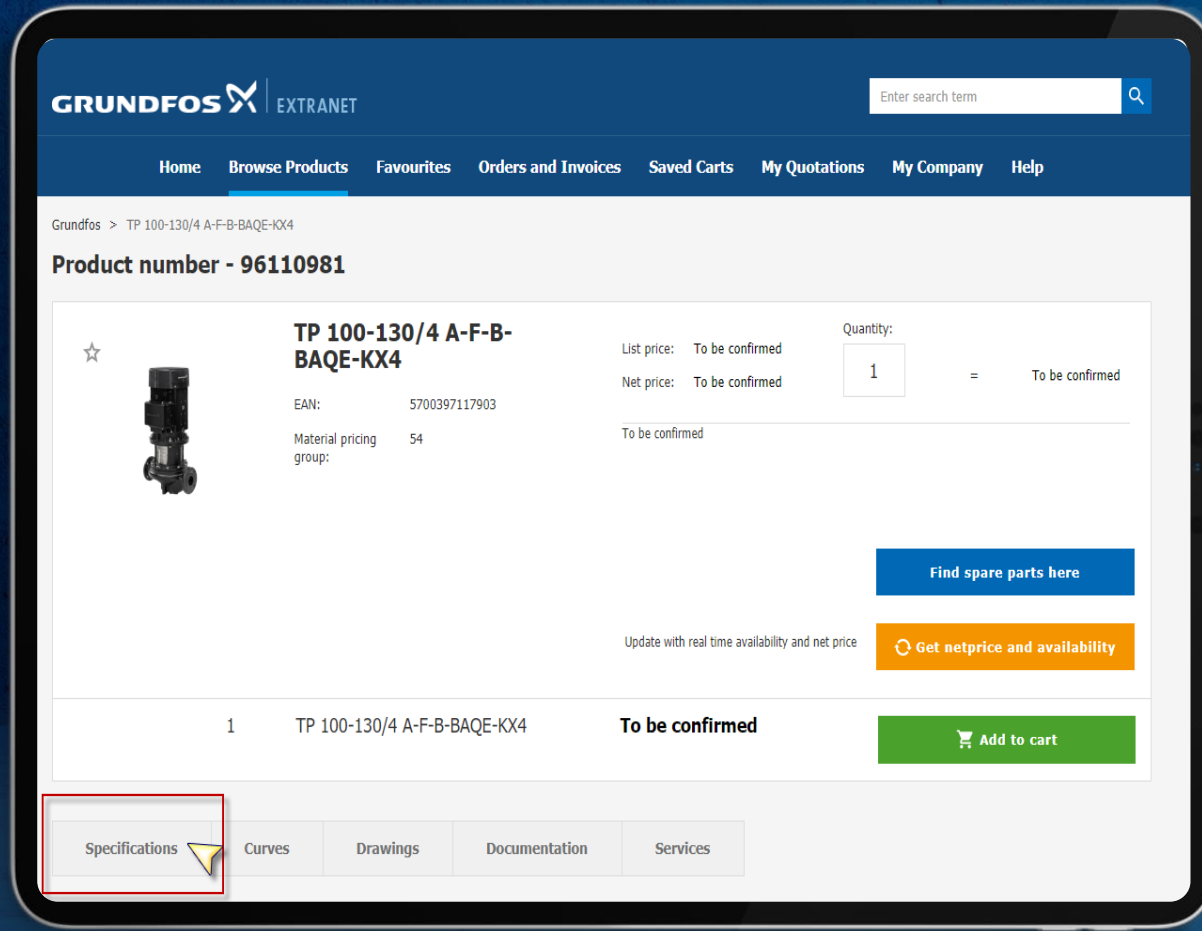
Clicking the link in Extranet will take you to the corresponding product detail page in **Grundfos Product Center**, with the corresponding tech. details tab pre-exploded.

From here you can retrieve, see, download, etc., the exact same things as previously.

Upon having retrieved the data required, navigating back to Extranet is simply a matter of clicking the “Extranet” tab in your **browser tab bar** on the top of the screen.



Print PDF option (from Extranet)



On Grundfos Extranet

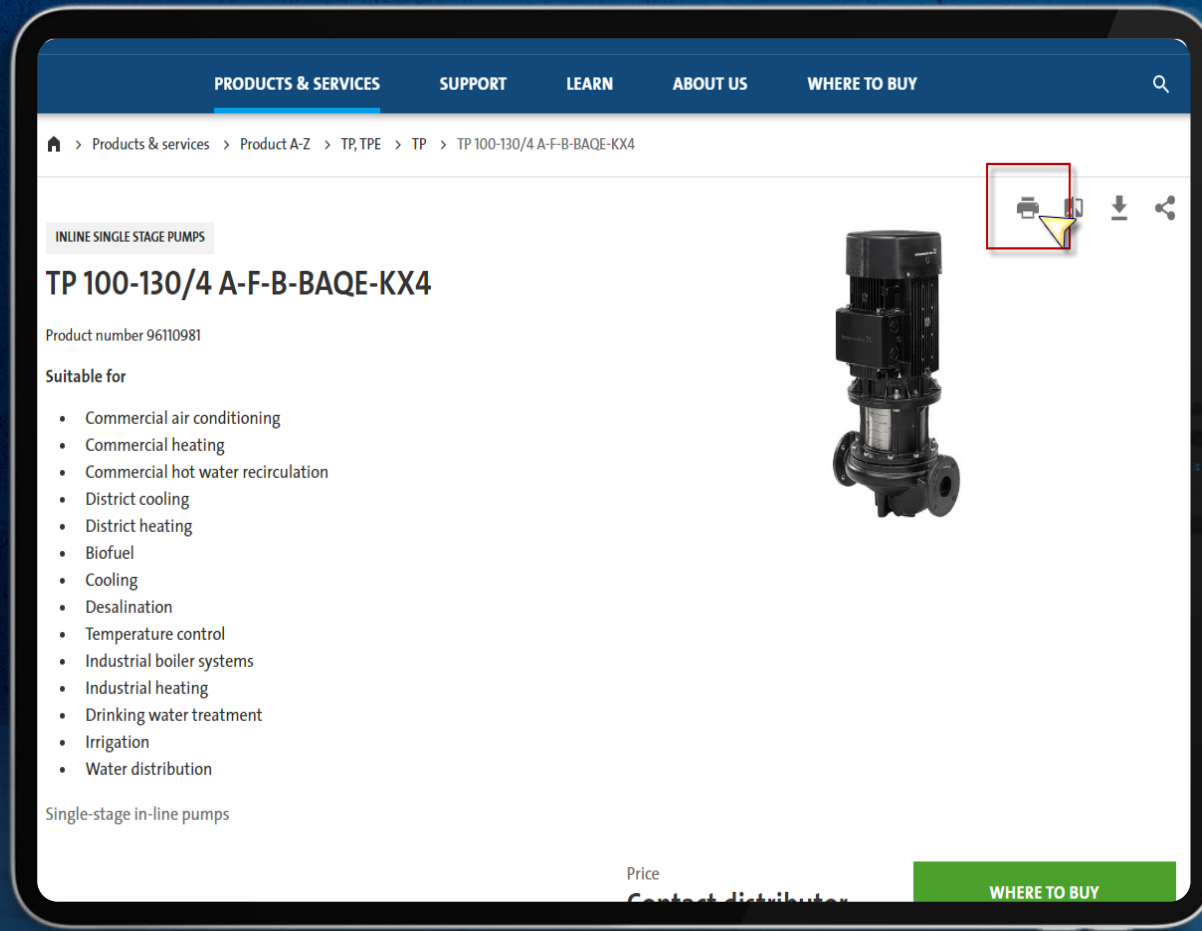
Where previously in Extranet there would be a **“Print PDF”**–button to obtain and extract various data sheets (Product data sheets, submittal data, etc.), going forward you will need to do the following steps.

When on a **product detail page** in Grundfos Extranet (see picture) click in the **specifications** link in the lower left corner of the page.



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Print PDF option (from Extranet)



Via Extranet

Clicking the link will take you to the corresponding product detail page in **Grundfos Product Center (Grundfos.com/us)**

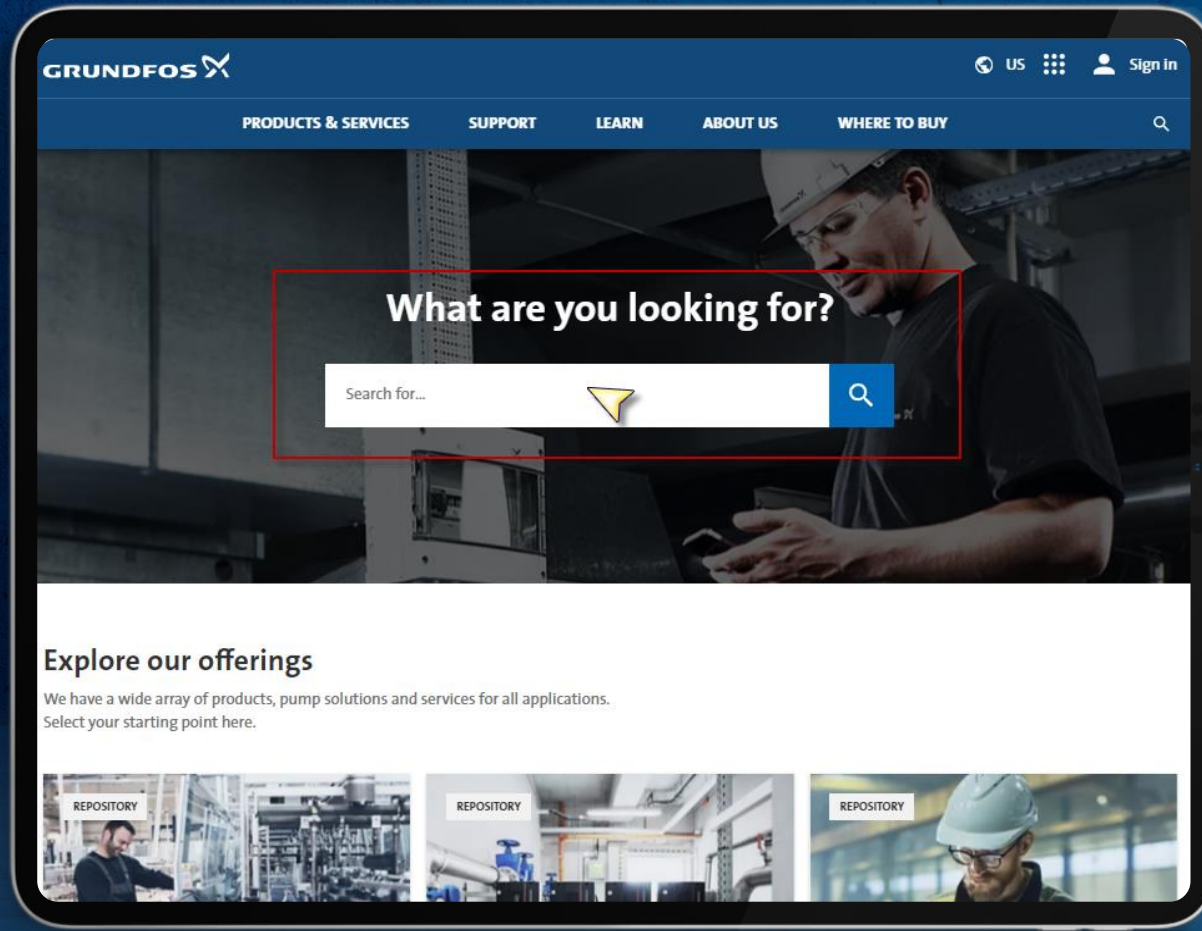
In the **upper right corner** of the commercial banner you will find a **print icon**, from where you can download the required details as you would normally.

Upon having retrieved the data required, navigating back to Extranet is simply a matter of clicking the “Extranet” tab in your **browser tab bar** on the top of the screen.



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Print PDF option (from .local)



Via Grundfos Product Center
(Grundfos.com/us)

You can also go via:

<https://product-selection.grundfos.com/>
which will take you to the new Grundfos.com
experience.

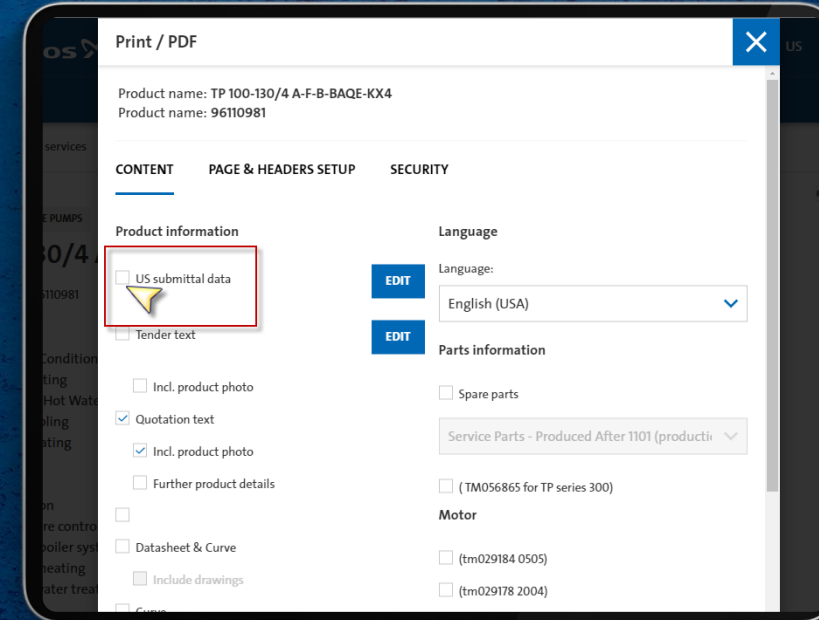
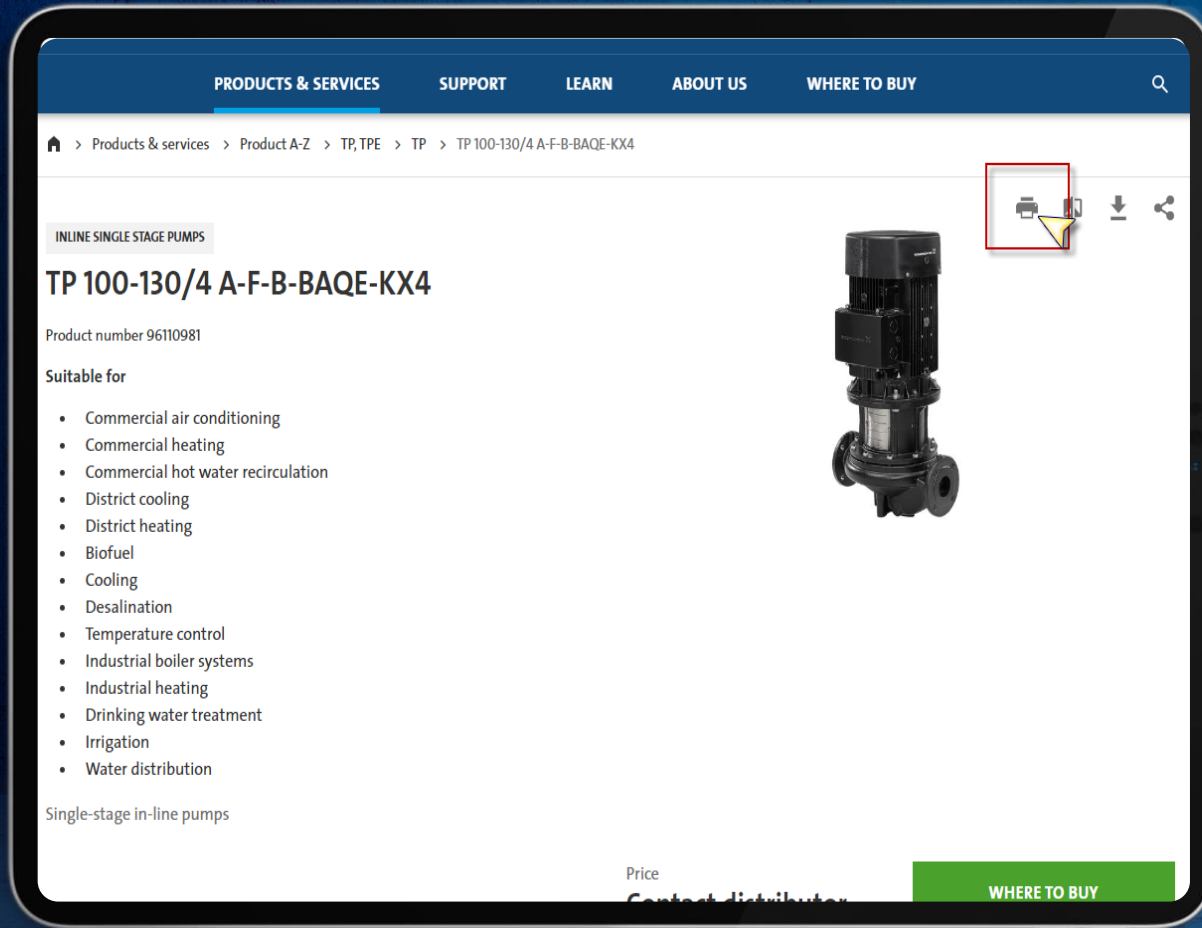
Here you will be able to **search** for the specific
product, for which you require the
documentation.

You simply need to **type in the name or the
specific product number** in the search bar and
click ENTER / click the "search"-icon.



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Print PDF option (from .local)



Via Grundfos Product Center
(Grundfos.com/us)

Typing in the specific product number, will take you to the specific **product detail page** from where you can find the details by clicking the **print icon**.

Clicking the print icon will present an overlay allowing you to download the required outputs.

Thank you for using Grundfos Extranet

If you have any questions and/or concerns, do not hesitate in reaching out to your local Extranet or Grundfos contact person.

