

Grundfos Warranty

Process, Forms, and Procedures

8/26/2020

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Section 1: General Information

Purpose/Objective

The information in this document has been compiled to address most questions regarding the warranty claims process and what forms to submit with claim. It contains forms & sets expectations when a failure arises. Every effort has been made to assure the information contained in this handbook is accurate. However, Grundfos reserves the right to make changes, or additions without prior notification to the field.

Definitions

- Field Warranty Credits (FWC) – These are products determined by Grundfos to have the option to submit forms in lieu of returns. These are referred to as Field Warrantable Products, Field Warranty Claims, and FWC.
- Grundfos Products – Grundfos, PACO, Yeomans, Chicago Pump, Morris, Sewer Chewer
- Grundfos Warranty Email – Service-US@sales.grundfos.com
- Non-Potable - is water that is not of drinking water quality, but which may still be used for many other purposes, depending on its quality
- Partner - Refers to Grundfos distributor/channel partner, OEM purchaser and packager with an active account with Grundfos.
- Potable – A water fit for drinking, being free from contamination and not containing a sufficient quantity of saline material to be regarded as a mineral water.
- Service Parts – these are parts and kits that are required to maintain and/or repair them
- Vendors – these are Grundfos supply partners that
- Warranty Period (Period) – determines how long Grundfos pump will be considered under warranty

Section 2: Guidelines

- All warranty claims **must be submitted within 30 days** of the last labor date to complete the warranty repair.
- The parts replaced during a warranty repair will be maintained by the repairing facility for a minimum of **90 days after claims submitted**.
- Reference Grundfos Standard Terms and Conditions of Sale
- Reference Grundfos Limited Warranty Terms
- P. Code: Original Production Date *(See limited warranty specified in product I&O)*
- Install/Failure dates *(See limited warranty specified in product I&O)*
- Installation and operating requirements must be satisfied as specified in product I&O
- Consider warranty on pump end and motor end separately
- Reference Franklin Electric Warranty Processing Procedures
 - FE8” **Industrial Use submersible motors (non-water supply - BM applications only)**
- Request for warranty service must be submitted as soon any claim defect is noticed
- Start-up Form must be provided
- Long term storage
 - Any product kept in long term storage will require a Grundfos Commission
 - This paid service will be used to reactivate the warranty period
- Required Certificates/Forms:
 - Non-Potable / Drinking (Dosing and Disinfection, Wastewater Pumps, etc.)
 - Certificate of Cleanliness Required (COC form completed)
 - Charge may be applied for Cleaning
 - Products exposed to toxic materials or any mining applications
 - Certificate of Cleanliness Required (COC form completed)
 - Decontamination Form Required
 - MSDS/SDS Required
 - Charge for all activities, Decline and either Return Product or Dispose
 - Products exposed/Installed in **Radioactive** applications can **NOT** be returned

Date Code (P.Code) Calculation

Grundfos box products contain a date code or production code on the name plate of our pumps and Motors.

Warranty Period: **24/30** (24 months from installation, not to exceed 30 months from Date code)

Date code (ex: 1708 = 2017, 8th week) + 2 years (1908) + 26 additional weeks (1934)
The warranty period would expire on the 34th week of 2019.

Warranty Return Products *(not allowed as Field Warranty Credits)*

>> (Inspection required) <<

- All product types not listed above and including:
 - MS6000C/ MMS 6/8/10" (**Note: Grundfos pays return freight – Ground Water Systems applications only**)
L-GW-TL-080-Sub-Motor-Install-Record must be fully completed for MMS6", 8" and 10" motors.
 - Large SP (85S to 1100S) and SBA
 - Sub-Factory components and packages *(used - RMA to Service, New - RTS RMA)*
 - CU331SP, RSI
 - CUE (all) *Enclosure/Frame Size "D" field serviced by Grundfos & Danfoss. Contact Grundfos service engineer.*
 - Large UPS/UP *(Includes UP43-70, 53-45 & 46), LM, LP, TP, TPE, Magna, Magna 1, Magna 3*
 - ALPHA1 and ALPHA2 26-99 – *return required with site installation form*
 - HS and Sanitary
 - Booster Models (BM), BME/T, BMEX, BMS
 - Machine Tool (SPK, CRK, CHK, MTH/R, MTC/H, MTA, MTAD)
 - All CR. For CR Stack kit assemblies & Service kits provide original pump nameplate data
 - CM, CME, CMBE, CMBE Twin
 - Environmental, Inverter – VFD. MP1 *(for MP1 a Certificate of Cleanliness is required)*
 - Sump (Unilift AP Basic, AP, KP, CC, SB)-*Certificate of Cleanliness required*
 - Solar Modules/Wind Turbines
 - MG/ML motors larger than 10 Hp *(also provide original nameplate data from pump)*
 - MGE/MLE motors, MPC, MP204, LiqTec
 - Electrical/electronic items are not restock-able if power has been applied
 - Grundfos GO
 - Baldor motors larger than 7-1/2 Hp (return to Baldor Authorized Service Center- BASC)
 - Pressure Transducer (Industrial products, e.g.: CRE, BoosterpaQ)
 - Dosing and Disinfection products *-Certificate of Cleanliness and MSDS required*
 - SCALA2 2020 and newer must be returned for inspection. Credit issued upon Grundfos receipt
 - PACO, Yeomans, Chicago Pump, Morris, and Sewer Chewers
1. Ship to nearest Authorized Service Center/Partner (ASC/ASP), or to Grundfos for warranty consideration
 - RMA required when returning to Grundfos: Provide pertinent information
 2. Products exposed to toxic materials cannot be returned
 - Decontamination required with MSDS/SDS & completed Certificate of Cleanliness (COC) form
 3. **Products exposed/installed in radioactive applications cannot be returned**
 4. Extended warranty policy forms (Performance Plus policy)
 - Unused or damaged forms (4-part) may be credited via Return-to-Stock process

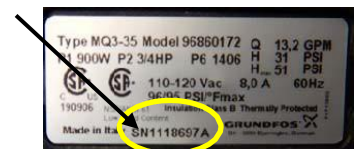
Field Warranty Claims (form required)

In Lieu of Field Warranty Credit

- Partner must maintain the product for 90 days (Grundfos reserves the right to audit)
 - Repair / Replace
 - Provide parts
 - Return to nearest Grundfos ASC/ASP for warranty consideration
- or
- using RMA process return to nearest Grundfos location for warranty consideration

Field Warrantable Products

- Small UP and Accessories (including ALPHA, Zone Controls & UPZV (Residential Zone Valves)
 - Includes Comfort PM UP10-16 and Magna-Geoflo 25-140 & 32-140
 - Excludes ALPHA1 and ALPHA2 which are not allowed on FWC
- SuperBrute XL (UPS26-150, UPS43-100, UPS50-60)
- SP4 (5S – 77S)
- MS402 / MS4000 Submersible Motors & motor leads
- MQ (Provide *S/N* & *application* type, e.g.: residential mains boost, suction lift, etc.)
- Scala2 Pre 2019 (Provide *S/N*, *appl.* type, e.g.: residential mains boost, suction lift, etc.)
January 2019 and newer must be returned for inspection – not allowed on FWC
- SQ/SQE/SQE-NE
- SQ Flex Systems (Including: Pumps & Controls, CU200, IO100, IO 50, IO101, IO102)
- CU300/301 (*data sheet required if returned for analysis*)
- CU30X pressure transducer (*WS/WW only*)
- Grundfos Control Box (SA-SPM6)
- Jet Pump
- EF/SE/SU
- SoloLift2
- SPE
- Baldor Motors 7-1/2 Hp and smaller (*return nameplate*); excludes Baldor SmartMotor
- Grundfos ML motors 10 Hp and smaller
- Accessory items



Field Warranty Claim Procedure (FWC)

- Use Grundfos Field Warranty e-form on the Grundfos Extranet
- Warranty for manufacturing defects may be determined by our Representatives and Distributors
- Provide all required information on the e-form according to instructions (see link on e-form)
- 4" SP under 10HP - Do not separate Grundfos MS402/MS4000 motor-equipped pumps in the event the complete pump is claimed for warranty (*use complete part number from price book*). For 4" SP failures where only the pump end or only the motor failed – list only the failing product number (*use individual pump end or motor part number from price book*).
- Do not separate SQ/SQE/SQE-NE/SQFlex, BMQE pumps
- Incorrect or insufficient information will delay processing or risk rejection of claim
- Retain warranted product until for a period of **90 days** after claim has been submitted
- Field warranted/field scrapped products must be properly disposed to ensure against possible reuse or environmental hazard

Field Warranty Claim Information Required

- Distributor Information (Account name & number, contact name, email address, contact phone, partner reference number)
- Material/Product number (note: ten products, maximum, allowed per form)
- Original production date code (P. Code)
- Performance Plus Policy - For Grundfos SQFlex and controls only.
 - For extended warranty claims only: (i.e.: the product is older than 30 months from date of manufacture or the failure mode is outside our standard coverage but within our extended warranty terms). Provide the Performance Plus number and attach a photocopy of the Performance Plus policy and purchase date.
- For standard warranty claims: do not provide the Performance Plus number on the e-form even if a PPP is presented
- Failure Reason: Detailed description of the primary fault (reason the product failed)
- Baldor Electric Motors =< 7-1/2 Hp - additional requirements (provide S/N from nameplate)
 - Print e-form and mail, along with motor nameplate, to:
Grundfos Pumps Corporation
Attn: FWC Administrator
9300 Loiret Boulevard
Lenexa, KS, 66219

Section 4: Extended Warranty

FWC: Performance Plus for SQFlex (PPP)

- For SQFlex (Special purchased insurance policy)
 - Product must be installed in accordance with the I&O by a qualified installer using a proper lightning arrestor
 - Policy must be purchased and completed at the time of pump sale and installation
 - Material number: LSQSL020
 - Coverage is limited to the original owner and is good for five (5) years from date of original installation
 - Additional coverage provided:
 - Lightning/Line surges
 - Normal sand wear
 - Dry running
 - The Grundfos SQFlex or controls will be repaired or replaced regardless of occurrence for the life of the policy. Labor/pulling charges are not included
 - Reference PPP and Consumer Information Brochure for further qualifications

FWC: WaterPRO program (qualified distributor only)

- For single phase, domestic water well applications of SQ/SQE or SP4" pumps to 5 Hp.
 - WaterPRO program is an extension of the Standard Warranty for manufacturing defects and does not cover items noted as additional coverage in the PPP purchased insurance program

Municipal 5 Year Pro-Rated (Yeomans/Chicago Pump)

1. Grundfos Water Utility submersible pumps, including products produced under the “Yeomans”, and “Chicago” brand names, is warranted for a period of five years, from date of shipment to the Original Buyer, to be free from defects in material and/or workmanship and to conform to any applicable drawings and specifications approved by Grundfos Water Utility.
2. The five year warranty is a prorated warranty as shown below. Parts will be replaced within the time period noted, and buyer will be invoiced at the given percentage rate of the price in effect at the time of shipment.

Months from Date of Shipment to Original Buyer	0-18	19-31	32-45	46-60
Percentage Rate of Warranty	0%*	25%	50%	75%

3. If within this period Grundfos Water Utility receives from the Original Buyer written notice of any alleged defect in any such apparatus, and if the apparatus is found not to be in conformity with this warranty (the Buyer having provided Grundfos Water Utility a reasonable opportunity to perform any appropriate tests required thereon) Grundfos Water Utility will, at its option and expense, either repair the same or supply replacement equipment.
4. Grundfos Water Utility, under either option, shall have the right to require the Original Buyer to deliver the apparatus to a Grundfos authorized service center; the Original Buyer shall pay all charges of inbound and outbound transportation. Grundfos Water Utility shall pay only the direct and actual cost of apparatus, repair or replacement as provided in item 3.
5. Labor charges for in-warranty repairs performed by Grundfos Water Utility or its authorized service center shall be assumed by Grundfos Water Utility if the defect or needed repair is found, documented, and reported to Grundfos within 18 months from date of shipment to Original Buyer.
6. After repair, pumps are warranted for the residual period on the initial warranty.
7. The Submersible Pump and Motor have a double seal with a moisture detection system. The warranty shall cover the cost of replacement of the outer seal only. IF THE MOISTURE DETECTION SYSTEM IS NOT CONNECTED, THE WARRANTY IS VOID! The submersible Motor has motor winding thermostats. The thermostats must be connected per local, state and/or National Electric Code. IF THE MOTOR WINDING THERMOSTATS ARE NOT CONNECTED, THE WARRANTY IS VOID!
8. Only equipment utilized in Municipal Applications is eligible for the 5 year pro-rated warranty. For all other applications, please refer to the standard warranty information located in the product manual.
9. Pumps destined for long term storage shall be stored in accordance with the appropriate Service Bulletins. Any damage to the pumps due to improper storage conditions shall void the warranty.
10. Any claims by Buyer with reference to the equipment sold hereunder for any cause shall be deemed waived by Buyer unless submitted to Grundfos Water Utility in writing within thirty (30) days from the date Buyer discovered, or should have discovered, any claimed breach. Unless agreed to the contrary by Grundfos Water Utility in writing, any work done, materials furnished, repairs or designs made by others, shall void the warranty.

Grundfos Water Utility shall not be liable for incidental or consequential losses, damages or expenses, directly or indirectly arising from the sale, handling or use of the equipment, or from any other cause relating thereto, and Grundfos Water Utility liability hereunder in any case is expressly limited to the replacement (in the form originally shipped) of equipment or any part thereof, not complying with this order, or at Grundfos Water Utility's election, to the repayment of, or crediting Buyer with an amount equal to the purchase price of such equipment, whether such claims are for breach or warranty or negligence. Please refer to Grundfos Terms and Conditions for complete warranty information.

Extended Warranty (Conditional) (After Factory Supplied Start-Up/Commissioning Services)

PRODUCT	STANDARD WARRANTY PERIOD (Whichever occurs first)
All Grundfos Pumps	24 months from Startup or 30 months from date code
PACO E-Products	24 months from Startup or 30 months from Shipment
Yeomans, Chicago, Morris, Sewer Chewer	12 months from Startup or 18 months from Shipment
AMG, AMD & AMF Mixers	12 months from Startup or 18 months from Shipment
All PACO Pumps	12 months from Startup or 18 months from Shipment

Startup/Commissioning – must be done by Grundfos Service

Grundfos offers extended warranty per the terms and conditions listed below:

Service Type	Part #	Part # Descriptions	Notes *
EXTENDED WARRANTY	97650784	WARRANTY – 1 YEAR ADDITIONAL	4% of Each Pump Price
	97650785	WARRANTY – 2 YEAR ADDITIONAL	8% of Each Pump Price
	97650786	WARRANTY – 3 YEAR ADDITIONAL	12% of Each Pump Price
	99074402	WARRANTY – 4 YEAR ADDITIONAL	16% of Each Pump Price
	99074404	WARRANTY – 5 YEAR ADDITIONAL	18% of Each Pump Price

* Standard warranty covers defective parts and in-shop labor.
Please refer to standard warranty policy (rates based on net price).

Declarations:

- These warranty rates are effective **January 1, 2020** and supersede all previous warranty rates utilized across all Grundfos business units.
- Grundfos is not responsible for any charges beyond the parts to repair the item under warranty and/or the labor to complete the repair of the Grundfos product. Any Freight and/or Push/Pull Charges are not included with any Grundfos warranty. Customer is responsible to return the product to Grundfos or a Grundfos Authorized Service Provider (ASP) as directed by Grundfos.
- On site labor for troubleshooting purposes only included if the extended warranty is accompanied with a Grundfos Factory Start Up completed by a Grundfos Representative. If push pull service is required, additional charges at the Grundfos Technician Labor rate will apply.
- Extended Warranty Period start date is based on the expiration of the standard warranty period per above table.
- Not included or affected by these warranty extension rates and terms are: The WaterPRO Warranty, Extended Warranty for MP204 installations and SQFlex Extended Warranty (Refer to current Price List).
- Wearable parts will not be covered under warranty for normal wear, or misapplication. Wearable parts include: mechanical seals, gaskets, wear rings, bearings. Mechanical Seals are NOT warrantied beyond 24 hours from time of factory startup.

Section 5: Non-Grundfos Manufactured Products

MP204 Warranty Policy

- 3 years from date of installation/4 years from date of motor manufacture
 - Applies to the Grundfos pump, motor and MP204, when installed together with a properly grounded lightning arrestor
 - Must be a Grundfos motor with TempCon
 - See MP204 registration card/Limited Warranty terms for details
 - Warranty registration card or extranet entry must be completed and submitted at the time of installation

Hitachi Submersible Motor Warranty (Informational only- Grundfos does not sell)

- Terms: 12 months from date of installation, but not more than 24 months from date of manufacture.
- Requirements: All subm. motors (6", 8" and 10") must be returned to Sun-Star Electric, Inc. for warranty consideration.
- Date coding system: e.g.: A20
Where: A-Prod. Month; A=Jan., M=Dec. (*skip "I"*)
20-Production Year; (e.g.: 2020)

Baldor Electric Warranty (PACO products only)

Find nearest center at <http://www.baldor.com/resources-and-support/customer-support/service-centers>

- Terms:
 - 24 months from date of installation, but not more than 30 months from date of manufacture
 - Super-E premium efficient motors: 36 months from date of manufacture
- See next page for date coding (S/N) system

Baldor Warranty (Grundfos products)

Baldor ASC (BASC) Provides Warranty Service By:

- A. Repair (if practical)
- B. Scrap and provides customer with Inspection Report and Motor Nameplate
 - Baldor ASC will invoice Baldor Electric for the inspection or repair work
 - Customer should not pay the Baldor ASC
- C. Customer provides Inspection Report and Motor Nameplate to his Grundfos representative (can be a Grundfos ASC/ASP) for a N/C replacement
- D. Grundfos representative does the following for motors 7-1/2 Hp and smaller (10 Hp and larger see F):
 1. Completes Extranet FWC entry
 2. Makes copy of Extranet entry
 3. Writes Extranet claim number on back of nameplate
 4. Mails Extranet copy, BASC inspection report, and motor nameplate to Grundfos for credit

Mail all documents and nameplate to:

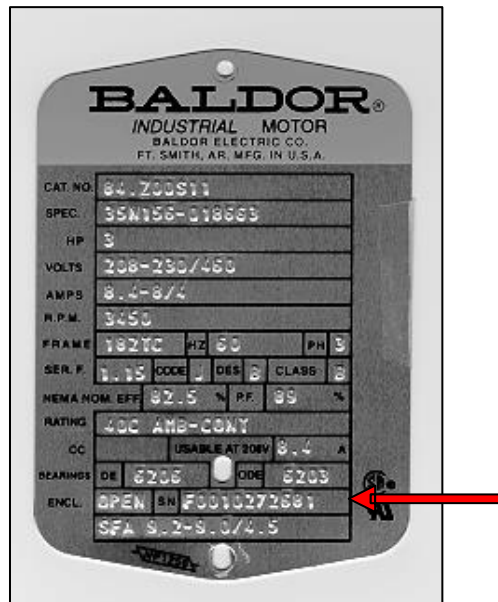
Grundfos Pumps Corporation
Attn: FWC Administrator
9300 Loiret Boulevard
Lenexa, KS, 66219

- E. Grundfos FWC Administrator provides Inspection Report(s) and Motor Nameplate to the Baldor manufacturer's representative in— Hayward, CA for credit
- F. 10 Hp and larger motors must go to a BASC following steps A, B & C
Grundfos issues a Grundfos RMA# to Grundfos partner if step A is not practical, then steps B & C apply.
Mail the nameplate and BASC report returned to FWC administrator at address noted above. FWC administrator credits the customer, completes FAS, sends BASC report and nameplate to Hayward.
Alternatively, if the motor has not yet been replaced, the BASC can contact Baldor Hayward for a replacement.

*Motors which are not deemed as a warranty by the Baldor Authorized Service Center (BASC)

1. The customer will pay the BASC for inspection and repair services
2. If motor came through Grundfos or a Grundfos ASC/ASP, then customer pays Grundfos or Grundfos ASC/ASP, they in turn pay BASC

BALDOR Motor Nameplate




How to read the new Baldor motor serial number (Date Code)


Above example: F 00 10 27 2681

F	= Plant
00	= Year
10	= Month
27	= Day of the Month
2681	= Production Sequence Number


- For Submersible motors use the stamped number of the stator to find packaged replacement motor in the price list – use the price list part number on the FWC form or RMA request form.

SUBMERSIBLE MOTORS NAMEPLATE 

Grundfos MS402 Motor




Refer to nameplate on motor.

GRUNDFOS 			
MS402	PROD. NO. 79453102	PROD. CODE 0734	
X-MOT	XX Hz	XX.X kW	
VOLTAGE	X	XXX - XXX - XXX	
MAX.AMPS.		XX.X - XX.X - XX.X	
COS φ		X.XX - X.XX - X.XX	
RPM		XXXX - XXXX - XXXX	
X-MOT	XX Hz	XX.X kW	SF X.XX CODE X
VOLTAGE	X	XXX - XXX - XXX	
MAX.SF.AMPS.		XX.X - XX.X - XX.X	
COS φ		X.XX - X.XX - X.XX	
RPM		XXXX - XXXX - XXXX	
P MAX.AMB.	XX BAR	IP XX	
s1/ XX°C	0.15m/s	INS.CL. X	IEC 34
WEIGHT:	XX.X kg	XXX lb	MODEL: X XX
Made in XXXXXXXX			


Required Information for Service:

Product number (w/lead)
Production code
Motor HP rating
Rated input volts


Grundfos MS4000 Motor




Refer to nameplate on motor.

GRUNDFOS 			
MS4000	PROD. NO. 7930511	PROD. CODE 0734	
X-MOT	XX Hz	XX.X kW	
VOLTAGE	X	XXX - XXX - XXX	
MAX.AMPS.		XX.X - XX.X - XX.X	
COS φ		X.XX - X.XX - X.XX	
RPM		XXXX - XXXX - XXXX	
X-MOT	XX Hz	XX.X kW	SF X.XX CODE X
VOLTAGE	X	XXX - XXX - XXX	
MAX.SF.AMPS.		XX.X - XX.X - XX.X	
COS φ		X.XX - X.XX - X.XX	
RPM		XXXX - XXXX - XXXX	
P MAX.AMB.	XX BAR	IP XX	
s1/ XX°C	0.15m/s	INS.CL. X	IEC 34
WEIGHT:	XX.X kg	XXX lb	MODEL: X XX
Made in XXXXXXXX			

Grundfos MS6000RE Motor



Refer to nameplate on motor.

GRUNDFOS 			
MS6000RE	PROD. NO. 7835516	PROD. CODE 0734	
X-MOT	XX Hz	XX.X kW	
VOLTAGE	X	XXX - XXX - XXX	
MAX.AMPS.		XX.X - XX.X - XX.X	
COS φ		X.XX - X.XX - X.XX	
RPM		XXXX - XXXX - XXXX	
X-MOT	XX Hz	XX.X kW	SF X.XX CODE X
VOLTAGE	X	XXX - XXX - XXX	
MAX.SF.AMPS.		XX.X - XX.X - XX.X	
COS φ		X.XX - X.XX - X.XX	
RPM		XXXX - XXXX - XXXX	
P MAX.AMB.	XX BAR	IP XX	
s1/ XX°C	0.15m/s	INS.CL. X	IEC 34
WEIGHT:	XX.X kg	XXX lb	MODEL: X XX
Made in XXXXXXXX			

Franklin Electric Submersible Motor Warranty (non-ground water supply - BM applications only)

- Terms: 12 months from date of installation and within 24 months from date of manufacture
- Reference Warranty Processing Procedure/Franklin Electric products
- Date coding system: e.g.: 20A18 30-0125

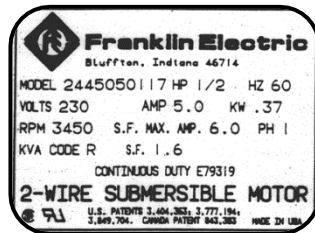
Where: **20**-Production Year; (e.g.: 2020)
A-Prod. Month; A=Jan., M=Dec. (*skip "I"*)
18-Plant number
30-Production Day of Month
125- 125th motor made on Production Day

- Contact Franklin for an RMA, have Grundfos RMA as a reference for Franklin reports. Franklin issues report and credit to Grundfos, Grundfos service department issues credit to customer and closes Grundfos RMA, enters FAS codes.

Franklin Electric Warranty Submersible Motor Nameplate

Date Code / FE Date - Sequence # = S/N18G18 24-0234

Franklin Model →



Date code

How to read Franklin Nameplate (*in the example above*)

S/N 18 G 18

24-0234

S/N	18	G	18	24	-0234
18	Year				
G		Month			
18			Plant		
24				Day of Month	
0234					234 th motor on Production day

MG/ML Grundfos Motor Nameplates



Refer to nameplates on motor.

NOTE: Depending on MFG period and frame size, shape of label may vary. MG and ML nameplates may vary slightly.

1 3~ MOT MG 71A2 14FT85-C		IP 55	CL F	4 P ₂ 0.370 kW		No 85805102	2 CE
50 Hz	U 220-240D/380-415V	V	60 Hz	U 220-255D/380-440Y	V		
Eff. %	I _{1/2} 1.74/1.00	A	Eff. %	I _{1/2} 1.50-1.44/0.87-0.83	A		
	77.5			I _{max} 1.66-1.58/0.96-0.91	A		
n	2850-2880 min	COS 0.80-0.70	n	3410-3470 min ⁻¹	COS 0.85-0.76		
DE 6204.27.03		NDE 6201.27.03	3 0311		Made in Hungary GRUNDFOS		

1 3~ MOT MG 90LA2-24FT115-C				2	
60 Hz	4 P ₂ 2.20 kW	No 85805908			
	U 220-2770D/380-480Y	V			
Eff. %	I _{1/2} 8.05-6.95/4.65-4.00	A			
	83-84.5	I _{max} 8.90-7.45/5.15-4.30	A		
n	3440-3500 min ⁻¹	COS Ø 0.90-0.81			
CL F	IP 55	3 0307			
DE 6305.2Z.C4		NDE 6205.2Z.C3			
BAR CODE					
CE		GRUNDFOS		Made in Hungary	

Required Information for Service:

- 1 Type designation
- 2 Material number
- 3 Production code (yyww)
- 4 Motor HP/kW rating

MGE/MLE Grundfos Motor Name Plates



Required Information for Service:

- 1 Type designation
- 2 Material number
- 3 Production code (yyww)
- 4 Motor HP/kW rating

Type : MLE160AB-2-250TC-F3	Serial No : 00078	DE : 7309BE	SF : 1,15	IC 411
P.N. : 85901137-V02	P.C. : 1547	NDE : 6309.Z.C4	Tamb: 40C	CL : F
Env.Type : 3R PF : 0,89	Wgt : 128 kg	Var : C9-S ADVANCED I/O, GENI/RS485		
1 INPUT		OUTPUT		Eff: IE3 91,0%
U _{in} : 3~ 460-480 V	U _{out} : 0-U _{in} V			
I _{SF} Amp : 27,5 A	P ₂ : 20,0 Hp			
f _{in} : 60 Hz	f _{out} : 0-120 Hz			
		CE IE3		GRUNDFOS Made in Hungary

Example of product nameplates locations BoosterpaQ, Multi-E.

Type: MNC 0000 2 2 133 0 0		FFC: 1313
IP No: 00307994	V02 Serial no: 00000000	
DE	8205 22 CA Inv. Type: 1 3P 55	3 m
NDE	6204 22 CA FF: 0.32 0.34 CA	5000 Hz
Wgt:	14 kg Tamb: 50 °C	1.90 2.20 A

Motor nameplate

Type: CRIES-10 A-CA-E-HQQE	
Model: A06545430P10850	
f	50 Hz P2 1.50 kW
n	2896 min ⁻¹ H _{max} 67.7 m
Q	5.8 m ³ /h H 49.8 m
Drain	25/120 bar/°C CCW
Serial No.	0003 Made in DK

Pump nameplate

Type: Control MPC-E 3x1.5 E	
Prod.-Nr.: 98014532	
Option:	
Equipment No.: 30008606	
Commission: 00000422435	
Main supply: 3x380-415 V, 50-60 Hz, PE	
In: 10.2 A Ambient Temperature: 5-40°C	
Production Code: 06/01 IP54	
	P I I Switch
Number	kW min max mode
Main Pump:	3 1.5 0.0 3.40 E
Auxiliary Pump:	
Made in DE P1	
GRUNDFOS	
S107680	

Control nameplate

Type: HYDR0 MPC-E 3 CR85-50	
Model: A 9817177 PL 0801	
Serial No.: 9817177	
Main supply: 3x380-420V, 50/60Hz, PE	
pMax: 38 bar	Q Max/Min: 18 / 28 m ³ /h
Up. temp.: 5-60 °C	H Max/Min: 52 / 70 m
IP Class: 54	CE
Weight: 223 kg	QR CODE
MADE IN GERMANY	
GRUNDFOS	

System nameplate

Appendix: Grundfos

Products manufactured by Grundfos Pumps Corporation (Grundfos) are warranted to the original user only to be free of defects in material and workmanship for a period of 24 months from date of installation, but not more than 30 months from date of manufacture. Grundfos' liability under this warranty shall be limited to repairing or replacing at Grundfos' option, without charge, F.O.B. Grundfos' factory or authorized service station, any product of Grundfos manufacture. Grundfos will not be liable for any costs of removal, installation, transportation, or any other charges that may arise in connection with a warranty claim.

Products which are sold, but not manufactured by Grundfos, are subject to the warranty provided by the manufacturer of said products and not by Grundfos' warranty.

Grundfos will not be liable for damage or wear to products caused by abnormal operating conditions, accident, abuse, misuse, unauthorized alteration or repair, or if the product was not installed in accordance with Grundfos' printed installation and operating instructions and accepted codes of good practice. The warranty does not cover normal wear and tear.

To obtain service under this warranty, the defective product must be returned to the distributor or dealer of Grundfos' products from which it was purchased together with proof of purchase and installation date, failure date and supporting installation data. Unless otherwise provided, the distributor or dealer will contact Grundfos or an authorized service station for instructions. Any defective product to be returned to Grundfos or a service station must be sent freight prepaid; documentation supporting the warranty claim and/or a Return Material Authorization must be included if so instructed.

Grundfos will not be liable for any incidental or consequential damages, losses, or expenses arising from installation, use, or any other causes. There are no express or implied warranties, including merchantability or fitness for a particular purpose, which extend beyond those warranties described or referred to above. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages and some jurisdictions do not allow limitations on how long implied warranties may last. Therefore, the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction.

Products which are repaired or replaced by Grundfos or authorized service center under the provisions of these limited warranty terms will continue to be covered by Grundfos warranty only through the remainder of the original warranty period set forth by the original purchase date.

PACO

T&C (I&O Manual)

SECTION 10: WARRANTY

Seller warrants that the equipment or services supplied will be free from defects in material, and workmanship for a period of 12 months from the date of initial operation of the equipment, or 18 months from the date of shipment, whichever shall first occur. In the case of spare or replacement parts manufactured by Seller, the warranty period shall be for a period of six months from shipment. Repairs shall be warranted for 12 months or, if the repair is performed under this warranty, for the remainder of the original warranty period, whichever is less. Buyer shall report any claimed defect in writing to Seller immediately upon discovery and in any event, within the warranty period. Seller shall, at its sole option, repair the equipment or furnish replacement equipment or parts thereof, at the original delivery point. Seller shall not be liable for costs of removal, reinstallation, or gaining access. If Buyer or others repair, replace, or adjust equipment or parts without Seller's prior written approval, Seller is relieved of any further obligation to Buyer under this section with respect to such equipment or parts. The repair or replacement of the equipment or spare or replacement parts by Seller under this section shall constitute Seller's sole obligation and Buyer's sole and exclusive remedy for all claims of defects. SELLER MAKES NO OTHER WARRANTY OR REPRESENTATION OF ANY KIND WITH RESPECT TO THE EQUIPMENT OR SERVICES OTHER THAN AS SPECIFIED IN THIS SECTION 10. ALL OTHER WARRANTIES, EXPRESS

OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY DISCLAIMED.

For purposes of this Section, the equipment warranted shall not include equipment, parts, and work not manufactured or performed by Seller. With respect to such equipment, parts, or work, Seller's only obligation shall be to assign to Buyer any warranty provided to Seller by the manufacturer or supplier providing such equipment, parts or work.

No equipment furnished by Seller shall be deemed to be defective by reason of normal wear and tear, failure to resist erosive or corrosive action of any fluid or gas, Buyer's failure to properly store, install, operate or maintain the equipment in accordance with good industry practices or specific recommendations of Seller, or Buyer's failure to provide complete and accurate information to Seller concerning the operational application of the equipment.

SECTION 11: TECHNICAL DOCUMENTS

Technical documents furnished by Seller to Buyer, such as drawings, descriptions, designs and the like, shall be deemed provided to Buyer on a confidential basis, shall remain Seller's exclusive property, shall not be provided in any way to third parties, and shall only be used by Buyer for purposes of installation, operation and maintenance. Technical documents submitted in connection with a Quotation that does not result in a Purchase Order shall be returned to Seller upon request.

SECTION 12: LIMITATION OF LIABILITY

Seller shall in no event be liable for any consequential, incidental, indirect, special or punitive damages arising out of the Contract, or out of any breach of any of its obligations hereunder, or out of any defect in, or failure of, or malfunction of the equipment, including but not limited to, claims based upon loss of use, lost profits or revenue, interest, lost goodwill, work stoppage, impairment of other equipment, environmental damage, nuclear incident, loss by reason of shutdown or nonoperation, increased expenses of operation, cost of purchase of replacement power or claims of Buyer or customers of Buyer for service interruption whether or not such loss or damage is based on contract, tort (including negligence and strict liability) or otherwise.

Seller's maximum liability under this Contract shall not exceed the Purchase Order amount of the equipment or portion thereof upon which such liability is based. All such liability shall terminate upon the expiration of the warranty period, if not sooner terminated.

Yeomans, Chicago Pump, Morris

For a period of eighteen months from the date of shipment or twelve months from start-up, whichever occurs first, Grundfos Water Utility warrants that the equipment covered by this order shall be free of defects in material and workmanship, under normal use and service, and when properly installed, Grundfos Water Utility agrees to repair or replace F.O.B. point of shipment, such equipment, or any part thereof, previously furnished by Grundfos Water Utility as actually found by Grundfos Water Utility after inspection as defective, provided: (a) said equipment has been properly installed, operated and maintained by Buyer in accordance with Grundfos Water Utility recommendations and specifications, and (b) Buyer notifies Grundfos Water Utility, Aurora, Illinois, in writing, as soon as any such defect becomes apparent. Any claim by Buyer with reference to the equipment sold hereunder for any cause shall be deemed waived by Buyer unless submitted to Grundfos Water Utility, in writing, within thirty (30) days from the date Buyer discovered, or should have discovered, any claimed breach. Unless agreed to the contrary by Grundfos Water Utility, in writing, any work done, material furnished, repairs or designs made by others, shall void the warranty.

Grundfos Water Utility shall not be liable for incidental or consequential losses, damages or expenses, directly or indirectly, arising from the sale, handling or use of the equipment, or from any other cause relating thereto, and Grundfos Water Utility liability hereunder in any case, is expressly limited to the replacement (in the form originally shipped) of equipment or any part thereof, not complying with this order, or, at Grundfos Water Utility's election, to the repayment of, or crediting Buyer with an amount equal to the purchase price of such equipment, whether such claims are for breach or warranty or negligence. Please refer to Grundfos Terms and Conditions for complete warranty information.

THIS WARRANTY IS EXPRESSLY MADE IN LIEU OF ANY AND ALL OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS.

Performance PLUS SQFlex (Brochure)

Service Prevention

Grundfos Submersible Pumps incorporate built-in protection. Our pumps are designed for reliability from the outside stainless steel casing to the precision made internal components—the parts that month after month work the hardest providing potable water for use in your home.

Built for Protection Against Corrosion and Sand Damage

Grundfos Pumps are built with state-of-the-art materials that are extremely corrosion and wear-resistant for longer pump life. The result is better durability in combating sand and other abrasive particles than any other pump available today. Our stainless steel and space-age composite materials are just a few protection advantages built into Grundfos Submersible Pumps.

Innovative Engineering

Many rural areas under development unfortunately have low yielding water tables running a pump. That is, operating the pump with insufficient lubrication. Grundfos engineering, however, has overcome this problem with the design and development of what we call a “Priming Inducer”. Many Grundfos Pump owners have called this device “remarkable”. The Priming Inducer is an exclusive and patented component of Grundfos Submersibles. Including SQFlex Centrifugal models. It effectively lubricates the pump with the consistent flow of water necessary if your well should drop below minimum suction levels. This allows the well time to recover while preventing the pump from tearing itself apart as many pumps without this feature are prone to do. The Grundfos “Priming Inducer”, another Grundfos pump protection advantage that works.

Performance PLUS Added Protection

The standard Grundfos limited warranty policy protects purchasers against defects in materials and workmanship for a period of up to 24 months from date of installation, but no more than 30 months from date of manufacture when you purchase a Grundfos SQFlex stainless steel submersible pump for domestic use. When utilizing Grundfos SQFlex system components (pump and control box) the Performance PLUS extends protection and is available for purchase. Performance PLUS is available through your dealer, provides additional benefits for your Grundfos SQFlex submersible pump system for a full five years from date of installation. In addition, Performance PLUS provides extra protection against the following potential problems not covered by the standard limited warranty policy.

This protection includes:

- Damage to the control box or motor caused by lightning or line surges (requires use of a properly installed lightning arrestor).
- Abrasive damage caused by normal sand wear.
- Dry-running.

Your Performance PLUS coverage includes replacement of any defective Grundfos pump, Grundfos motor, or Grundfos control box. Labor charges and costs of pulling and reinstalling the pump are not included under this contract.

Performance PLUS specifically does not cover:

- Pumps not used in accordance with the manufacturers recommendations
- Pumps used for other than domestic applications.
- Pumps using non-Grundfos motors or controls.
- Pumps over 5 hp in size.

Performance PLUS is limited to the original owner of the pump and is non-transferable. Your Grundfos dealer will fill out the Performance PLUS form. You should receive the top white copy of the application for your records. To submit a claim under the Performance PLUS, you must produce a copy of the form. If the SQFlex pump should fail due to any of the conditions listed, contact the dealer from whom you purchased the pump and he will repair or replace your pump or controller at no charge. If for some reason your installing dealer is unavailable, contact the Grundfos distributor in your area, and he will assign a qualified dealer to service your claim.

Enhancement Projects

- Define Rules of Engagement
- Product Registration – Grundfos (SAP CS), **Forms**, Other
- EH&S – create a form for “Certificate of Liability” – required form that confirms the following:
 - Decontaminated
 - Clean (COC)
 - Liability will fall onto the Customer if found otherwise
- Warranty Administration –
- Commercial Policy – Service
- Approve through Sales / Program Managers
- Certified Letter – send Warranty/Service Letter on all products
 - Where Produced, attach to equipment/pumps
- In lieu of workshop, request Field Service – Provide PO, if warranty then not charged, otherwise charged
 - If warranty, then we pay for ASP
 - If not warranty, then we pay for ASP (PO to charge customer)

Global Reference: [GBLB5.03 Warranty Policy](#)