

# Grundfos Warranty Programs

Supplement

## **Overview**

This is a supplement to the standard Terms and Conditions (T&C) that will explain more behind the various programs.

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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

- Grundfos Warranty Returns (RMA) – These are products determined by Grundfos to be returned to the nearest Service Center.
- Grundfos On-line Only Returns - These are products determined by Grundfos to be submitted directly online without a return. Please note that nameplate or further documentation may be required to be able to process.
  - Field Warranty Credits (FWC) – These are submitted via the FWC Cognito Form and are referred to as Field Warrantable Products, Field Warranty Claims, and FWC.
  - Delegated Warranty – These are submitted directly online by select customers.
- Grundfos Products – Grundfos, PACO, Yeomans, Chicago Pump, Morris, Sewer Chewer
- Grundfos Warranty Email – Service-US@servicesupport.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 enough 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.
- 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 Product

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.

#### PACO Product

- Based off the shipped date of the product to the customer from our Grundfos facility.

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

Specific products that must be returned will be specified on the Quick Warranty Guide.

This guide will direct you on those products that need to be returned for inspection vs. not returned.

1. Ship to the nearest Grundfos Service Center or Authorized Service Partner (ASP) for warranty consideration.
  - RMA required when returning to Grundfos: Provide pertinent information
2. Products exposed to Non-Potable materials must have the following documentation
  - Certificate of Cleanliness (COC) form
  - If not provided, an extra cleaning cost may occur
3. Products exposed to toxic materials must have the following documentation
  - MSDS/SDS & completed
  - Certificate of Cleanliness (COC) form
4. **Products exposed/installed in radioactive applications cannot be returned**

## Online Only Submissions (FWC and Delegated)

**FWC:** Partner must maintain the product for 90 days (Grundfos reserves the right to audit)

**Delegated:** Partner must maintain the product for 7 days (Grundfos reserves the right to audit)

**Optional:** If you would still like to get an inspection report, you can return to nearest Grundfos Service Center or Authorized Service Partner (ASP) using the standard RMA Process.

### In Lieu of Credit

- Repair
- Replace

## Non-Returnable Products (Field Warranty Claims)

Specific products that must be returned will be specified on the Quick Warranty Guide.

This guide will direct you on those products that need to be returned for inspection vs. not returned.

## Non-Returnable (Field Warranty) Claim Guidelines

- 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
- Field warranted/field scrapped products must be properly disposed to ensure against possible reuse or environmental hazard

## Non-Returnable (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)
- Failure Reason: Detailed description of the primary fault (reason the product failed)
- Baldor Electric Motors =< 7-1/2 Hp: Nameplate and Motor Serial Number Required

## Section 3: Extended Warranty

### **FWC: Performance Plus for SQFlex (PPP)**

- 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
- 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)**

- 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
- The products are eligible when installed by a Grundfos WaterPRO Dealer in a residential water well application:
  - 4" SP pump ends and complete units (up to 5 HP), 3" SQ and SQE pumps, SA-SPM5, CU301, and CU331SP pump controls.
- Qualifying products are eligible for 60 months from installation, but no more than 66 months from date of manufacture.
- Should the pump fail due to any of the conditions specified under the Grundfos Pumps limited warranty prior to the expiration of the 5-year term (60 months from installation, but no more than 66 months from date of manufacture), the end-user should contact their Grundfos WaterPRO Dealer.
- Grundfos WaterPRO warranty does not cover labor charges involved in pulling and reinstalling the pump.

### **SPE System 5-year Warranty**

Location: I&O Manual

Owners: Steven Doggett, Eric Schriefer

- Standard Warranty Applies
- 5-Year Warranty applies only when:
  - Installation Form is completed and sent with Warranty Submission
  - System includes CUE drive and **Sine Wave Filter**
  - MS6000P Motor
- Submissions must include evidence of the above.
  - If not, then contact Sales to work with the customer or reject and advise customer of requirements
- FAQ: [https://grundfos.service-now.com/gsk?id=kb\\_article\\_view&sysparm\\_article=KB0033138](https://grundfos.service-now.com/gsk?id=kb_article_view&sysparm_article=KB0033138)



## Extended Warranty (Conditional)

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

**Note:** Startup/Commissioning – must be done by Grundfos Service, otherwise shipment date or date code would be used as the starting time.

Grundfos offers extended warranty per the terms and conditions listed below  
Extensions should be bought at the time of the pump sale and not to exceed 5 years

Service Type	Part #	Part # Descriptions	Pricing
<b>EXTENDED WARRANTY</b>	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

### Notes:

- Complete warranty period should **not** exceed 5 years on all products
- Standard warranty covers defective parts & in-shop labor. Please refer to standard warranty policy
- Rates Based on Net Price

### Declarations:

- These warranty rates are effective **January 1, 2023** 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.



Grundfos Service & Solutions

## 5 YEAR PRO-RATED WARRANTY *for* MUNICIPAL APPLICATIONS

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
Customer Charged at time of warranty request	0%*	25%	50%	75%
OR				
Customer Charged on Sales Order: <b>99074404</b>	8% of pump price			

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 repair is completed 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.



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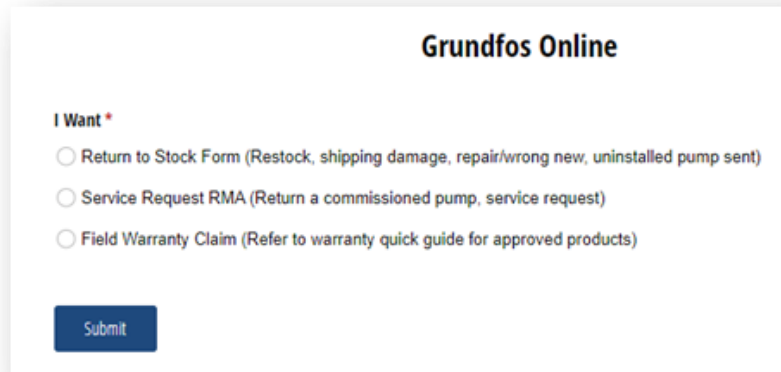
GRUNDFOS 

## Section 4: 3<sup>rd</sup> Party Warranty (Non-Grundfos Manufactured Products)

### Wessels Tank Warranty

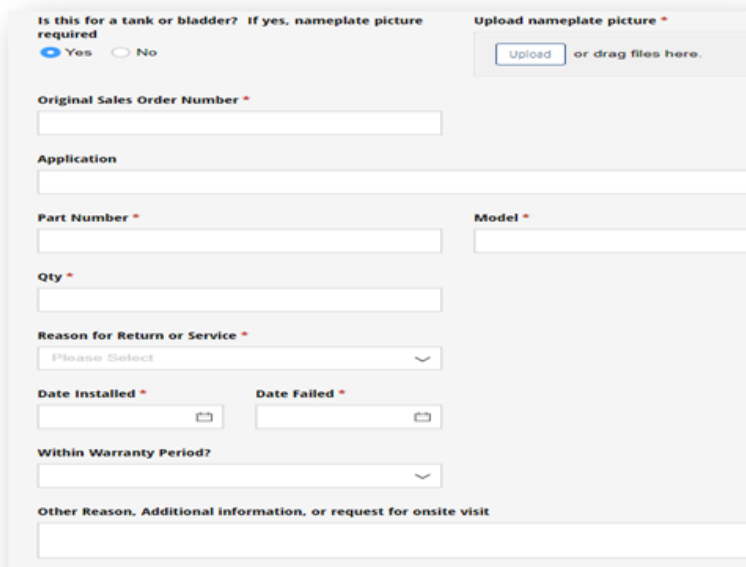
Request warranty claim via the Extranet RMA claim form.

<https://www.cognitofrms.com/Grundfos1/GrundfosOnline>



The image shows a web form titled "Grundfos Online". Under the heading "I Want \*", there are three radio button options: "Return to Stock Form (Restock, shipping damage, repair/wrong new, uninstalled pump sent)", "Service Request RMA (Return a commissioned pump, service request)", and "Field Warranty Claim (Refer to warranty quick guide for approved products)". At the bottom left of the form is a blue "Submit" button.

Within the request form, you will be asked if this is for a tank, select **yes** and complete the required information:



The image shows a detailed web form for requesting a warranty claim. It includes the following fields and sections:

- Is this for a tank or bladder? If yes, nameplate picture required:** Radio buttons for "Yes" (selected) and "No".
- Upload nameplate picture \*:** A button labeled "Upload" and the text "or drag files here."
- Original Sales Order Number \*:** A text input field.
- Application:** A text input field.
- Part Number \*:** A text input field.
- Model \*:** A text input field.
- Qty \*:** A text input field.
- Reason for Return or Service \*:** A dropdown menu with "Please Select" as the current selection.
- Date Installed \*:** A date picker field.
- Date Failed \*:** A date picker field.
- Within Warranty Period?:** A dropdown menu.
- Other Reason, Additional information, or request for onsite visit:** A large text area for additional details.

The Grundfos Service team is committed to facilitating seamless communication between you and our third-party vendor, Wessels. Upon receiving your information, we will coordinate with Wessels to expedite the process and ensure that you receive the return RMA promptly.

Once you (the customer) have shipped the return tank to Wessels, they will inspect the pump and provide a warranty determination to Grundfos. At that time, Grundfos will issue the credit/replacement.

End to end turnaround time approx. 5-7 business days once received back at Wessels.

**Information required for Wessels:**

- Picture of the nameplate(s)
- Date of failure
- Detailed description of failure or issue
- Maximum operating temp & Pressure of system
- Minimum system pressure at the tank (PSI)

**Wessel's Terms:**

- 1 year warranty
- Any shipment without approved Wessels RMA paperwork or Wessels RMA # will be refused.
- If water needs to be removed from a tank use the drain plug. If there is no drain plug drill hole in BOTTOM HEAD ONLY. If a hole is drilled in the shell the RMA can be refused.

## WEG Warranty Policy

Find nearest WEG Authorized centers at

<https://www.weg.net/institutional/US/en/contact/service-network>

- Terms:
  - 24/30 = 24 months from date of installation, but not more than 30 months from date of manufacture (excludes washdown motors which are 12/24).  
IEEE 841 motors have 60 month warranty from date of invoice

**Out-of Warranty Motors OR those not deemed as a warranty**

1. Must be by WEG, WEG Authorized Service Center (WASC) or EASA shop
  - a. The customer will pay the WASC or EASA shop for inspection and repair services
2. If motor was returned to Grundfos via an RMA request or to a Grundfos ASP
  - a. The customer pays Grundfos or Grundfos ASP.
  - b. Grundfos will pay for the inspection at the WASC or EASA shop

## In-Warranty Procedure (Grundfos Customers)

### *Motors frame size 215 and smaller (10 Hp and smaller).*

1. Take clear photo of nameplate (date code and serial number).
2. Provide to Grundfos Distributor with reason for failure.
3. Distributor submits an Extranet claim to Grundfos providing clear nameplate photo with submission
4. Grundfos completes No Fault claim form and submits to [Warranty@weg.net](mailto:Warranty@weg.net).
  - a. If requesting a replacement, then email to Nathan Sublett [nsublett@weg.net](mailto:nsublett@weg.net).
  - b. Grundfos provides ship to instructions for replacement.

*Please Note:* No Fault Motors can be scrapped locally after case is completed.

No Fault Excludes Washdown and IEEE 841 motors which must be inspected by a WEG Authorized Service Center(WASC) or if none is available, an EASA affiliated service shop.

### *Motors above 215 frame (larger than 10 Hp)*

1. Must be inspected by WEG Authorized Service Center WEG ASC (WASC) or EASA shop.
2. Distributor contacts motor centers directly ([WEG Authorized centers link](#))
3. The WASC or EASA provides support by contacting
  - a. Grundfos at [Service-US@sales.grundfos.com](mailto:Service-US@sales.grundfos.com)
  - b. Nathan Sublett of WEG service at [nsublett@weg.net](mailto:nsublett@weg.net) in advance of commencing work.
4. **When WEG approves after review** of inspection report, nameplate photo, and failure photos then WEG directs WASC or EASA shop to:

A. Repair if practical

B. Scrap if not practical

- WEG ASC or EASA shop will invoice WEG for the inspection or repair work
- Customer should not pay the WEG ASC or EASA shop

All service cases: Grundfos Service Coordinator provides Grundfos RMA/Service Notification and attaches all photo(s) of Motor Nameplate(s) and failure conditions along with WASC, EASA Inspection Report(s) if applicable, and WEG documentation into Service notification. Grundfos Coordinator issues credit or requests WEG to send replacement motor to designated ship to location, then enters FAS failure codes in SAP.

**Note:** WEG might request a WASC or EASA shop to return a motor for quality review, this will be between WEG and the motor shop and will not delay the warranty replacement or credit.

## Baldor Warranty

### In-Warranty Procedure

#### *Motors 10 Hp and Larger*

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
- Report needed from Baldor Center
- Send to Texas Motor Support to open Warranty Claim – [us-texas.motor.support@us.abb.com](mailto:us-texas.motor.support@us.abb.com)
- Baldor repairs, they will not pay back
- Before crediting customer, contact Baldor

#### *Motors less than 10 Hp (7 and 1/2 and below)*

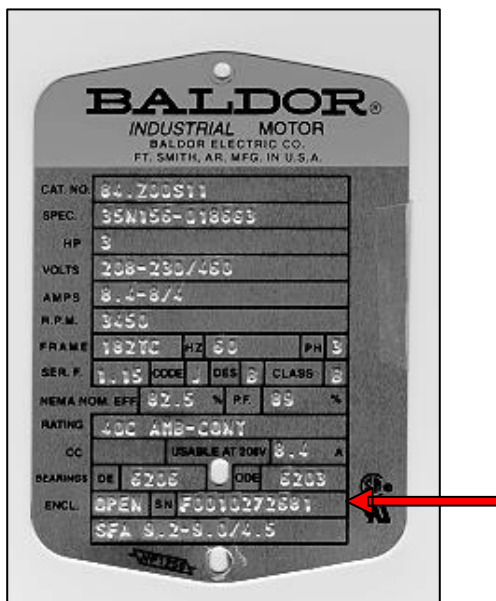
Baldor ASC (BASC) Provides Warranty Service By:

- 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 (Grundfos Service or ASP) for a N/C replacement
- D. Grundfos representative does the following for motors 7-1/2 Hp and smaller
  1. Completes Extranet FWC entry
  2. Makes copy of Extranet entry
  3. Writes Extranet claim number on back of nameplate
  4. Submit Photo of Nameplate and Serial Number, BASC inspection report, and motor nameplate to Grundfos for credit
- E. Grundfos Service provides Inspection Report(s) and Motor Nameplate to the Baldor manufacturer's representative in— Baldor Hayward, CA for credit

## Out-of Warranty Motors OR those not deemed as a warranty

1. Must be by Baldor Authorized Service Center (BASC)
  - a. The customer will pay the BASC shop for inspection and repair services
2. If motor was returned to Grundfos via an RMA request or to a Grundfos ASP
  - a. The customer pays Grundfos or Grundfos ASP.
  - b. Grundfos will pay for the inspection to the 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

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