

Grundfos Extranet user manual



Table of Contents

Page 3	Introduction
Page 4	Home
Page 5	Browse Products/Product Detail Page – Easy check of availability
Page 6	Selecting and buying spare parts
Page 7	Favorites (My Products)
Page 8	Shopping Cart (Checkout step 1)
Page 9	Shipping and Delivery (Checkout Step 2)
Page 10	Review Order (Checkout step 3)
Page 11	Order Placement Confirmation (Checkout step 4)
Page 12	Order Details (Orders and Invoices)
Page 13	Deliveries
Page 14	Balance financial profile
Page 15	Invoice Details (Orders and Invoices)
Page 16	Quotations
Page 17	My Profile
Page 18	Help
Page 19	How to Change Password
Page 20	Contact

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.

The screenshot shows the Grundfos Extranet homepage. At the top, there is a navigation bar with the Grundfos logo and 'EXTRANET' text. A search bar is located in the top right corner. Below the navigation bar, there is a main banner featuring a man pushing a hand truck with boxes, with the text 'Some things have moved in the new Extranet' and 'Checking product availability and your net price. Click here for the instruction video'. To the right of the banner is a 'Shopping Cart' section with a '1' callout, containing 'GPC Shortcuts' and 'Recent Orders' with a '2' callout. Below the banner are three columns: 'Pump designs', 'Applications', and 'Product family'. At the bottom, there is a 'Recently Ordered Products' section with a '3' callout, showing a table of products. On the right side, there is a 'Your Grundfos contacts' section with a '4' callout, showing contact information for Bettina Svane Hansen.

Shopping Cart 1

GPC Shortcuts

- Guided Selection
- Advanced sizing
- Replace a product
- Your Projects
- Grundfos Express Suite

Recent Orders 2

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

View all

Your Grundfos contacts

Bettina Svane Hansen

Bettina Svane Hansen 4

Phone number:

Email: bsvaneh@grundfos.com

3 Recently Ordered Products

	Product name	Update product No.	List price	Quantity
☆	 CR13-23 A-FG3-I-E-HQQE 3x230/460 60HZ	96083592	USD4,094.00	1 
☆	 Stage package kit SP17	0012HH06	To be confirmed	1 

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.

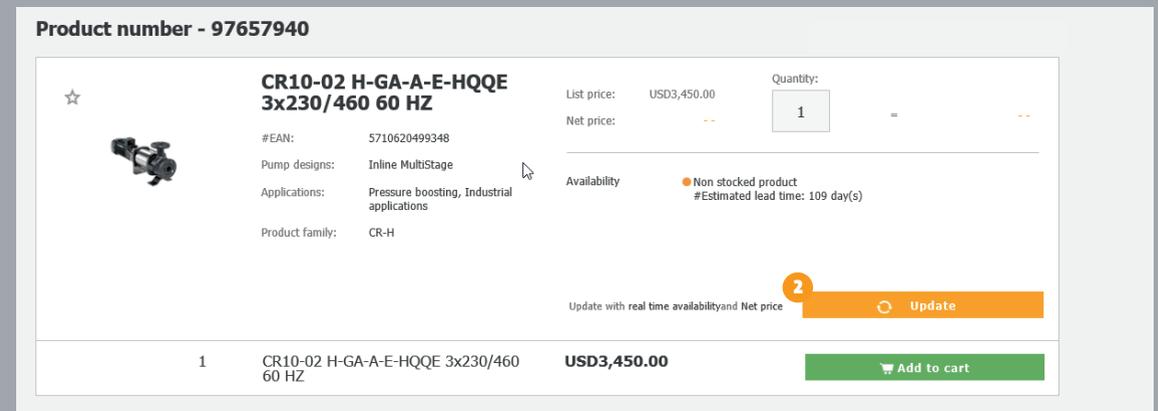
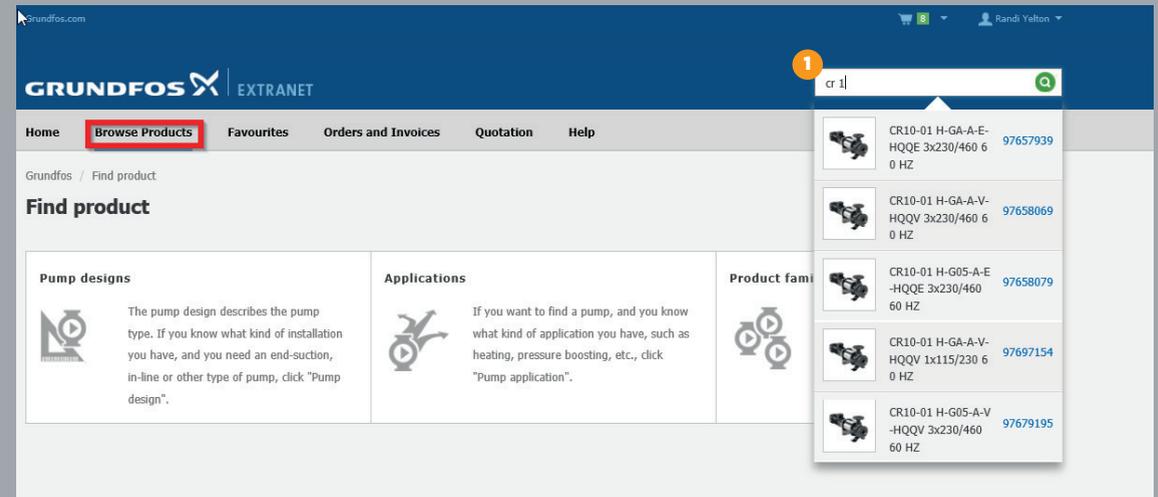
Clicking the product will direct you to the **product detail page**

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.

- 2 Click on the Spare Parts list and select your spare part from the list or from the exploded view and click on the **Add to Shopping Cart** button.

- 3 The selected spare part will put in your shopping cart and you can finalize the order by clicking on the **Continue to your Shopping Cart** button.

Note: It can occur that a selected spare part is not available in the web shop of your local Grundfos company. In that case the product number will fail to go in the shopping cart. In this case, reach out to your local Grundfos contact.

The screenshot displays the Grundfos Extranet interface. At the top, there is a navigation bar with 'Home', 'Find Products', 'Favourites', 'Orders and Invoices', 'Quotations', 'Help', and 'My Company'. A search bar is located on the right. Below the navigation bar, the breadcrumb trail shows 'Grundfos / CRE3-11 A-FGJ-A-E-HQQE 3x380-500 60HZ'. The main product page for 'Product number - 98389704' features a product image, a star rating, and technical specifications: 'CRE3-11 A-FGJ-A-E-HQQE 3x380-500 60HZ', EAN: 5711494182626, and Material pricing group: 02. The price is listed as £2,055.00. An 'Update' button is present. Below the product details, a table shows the product name, price, and an 'Add to cart' button.

On the left side of the page, a sidebar contains several tabs: 'Performance curve', 'Product photo', 'Dimensional Drawing', 'Motor curve', 'Wiring Diagram', and 'Spare parts'. The 'Spare parts' tab is selected and highlighted with a red circle '1'.

The main content area shows an exploded view of the pump assembly. A 'Service Parts' list is displayed, including 'Recommended Service Parts' and 'Service Parts'. A red circle '2' highlights a specific part in the exploded view.

A modal window is open, showing the details of the selected part: 'Product no.: 96455090', 'Quantity: 1 pcs', and 'Name: KIT, gaskets'. An 'ADD TO SHOPPING CART' button is visible. A red circle '3' highlights this button.

Below the modal window, another modal window titled 'ADDED TO YOUR SHOPPING CART' is shown, displaying the product name '96455090 KIT, Gasket EPDM' and the quantity '1'. A 'CONTINUE TO YOUR SHOPPING CART' button is at the bottom.

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. The top navigation bar includes 'Home', 'Browse Products', 'Favourites', 'Orders and Invoices', 'Quotation', and 'Help'. The 'Favourites' section is active, displaying a table with columns for 'Product name', 'Update product No.', and 'Quantity'. A product entry is visible with a star icon, the Grundfos logo, and the product name 'MS402 3X208V/60 0,50HP w.cable pack' and product number '9645633'. A 'Your Product Number' dropdown menu is open, showing the text 'HHHHHT'. Below the web application, an Excel spreadsheet is shown with a list of product numbers in column A, rows 1 through 5. The numbers are: 99267426, 99159470, 52722501, 91122110, and 99274563. A dashed orange line connects the first number in the Excel spreadsheet to the 'Add products' input field in the web application.

Product name	Update product No.	Quantity
MS402 3X208V/60 0,50HP w.cable pack	9645633	1

	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 Quantity *Please update shopping cart*

Eg 97993192 1 Eg 97993192 5 **Checkout**

(Syntax: product number quantity) 3 **Update cart** 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-31I004BG	2	--	--	--	--

* The availability indicates the estimated date of delivery from Grundfos

Total

Sub-total: --

Total excl. VAT:* --

* Additional shipping costs and fees might apply

FILE HOME INSERT PAGE LAYOUT FORMULAS

Calibri 11 A A⁺

Paste Copy Format Painter B I U Font

Clipboard Font

A1 99267426

	A	B	C	D	E	F
1	99267426	1				
2	99159470	2				
3	52722501	5				
4	91122110	3				
5						
6						
7						

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

#Edit shipping address

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: Change Truck	Your PO number: Edit TEST
	Requested date of delivery: Change 13-05-2017	Message: Edit UPS ACT # , ATTN:
	Shipping preference: Change Complete delivery - ship when all products are available	

Products ordered [1 Edit shopping cart](#)

Position number.:1

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

*Estimated time of arrival

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

The screenshot shows the 'Order placement confirmation' page in the Grundfos Extranet. The page features a dark blue header with the Grundfos logo and 'EXTRANET' text. A search bar is located in the top right corner. Below the header is a navigation menu with links for Home, Browse Products, Favourites, Orders and Invoices, Quotation, and Help. The main content area is titled 'Order placement confirmation' and includes a progress bar with four steps: 1. Shopping cart, 2. Shipping and delivery, 3. Review order, and 4. Order placement confirmation (the current step). The main message reads 'Thank you for your order' and states 'We have placed your order, your order number is 0674084518, your PO number is TEST.' It also includes a note that the order has not yet been confirmed and provides a link to check the order status under 'Orders and invoices'. A 'Go to the homepage' button is located at the bottom of the main message. On the right side, there is a section titled 'Your Grundfos contacts' which displays the name 'Bettina Svane Hansen' in a dropdown menu, followed by the name 'Bettina Svane Hansen', the phone number, and the email address 'bsvaneh@grundfos.com'.

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 EXTRANET

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 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
<p>CRI13-23 A-FG1-I-E-HQQE 3x230/460 60HZ</p>	<p>Net price per unit: USD4,094.00</p> <p>Confirmed date:</p> <p>Shipping status: Open</p> <p>Shipping & tracking:</p> <p>Invoice no.:</p> <p>Quantity: 1</p>

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

- 3 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
Plant: Grundfos Operations

Shipping address:
Expected date of delivery: 09/08/2018

3 Track at carrier website:
[Track at carrier website](#)

[PDF](#)

Your PO number	Product name	Product number	Quantity in shipping	Order number
33085953	 SE1.100.100.75.4.51D.B	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.

Home Find Products Favourites Orders and Invoices Quotations Help My Company

Grundfos / Balance

Balance

Orders Deliveries Invoices Balance

1 Financial status

117 Invoices found Current 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	Pr				ARS18,484.88

Financial status 1 ✕

Credit Status credit-limit-exceeded

Payment terms

Total Open orders ARS3,182,073.45

Credit Invoices ARS6,275,449.51

Credit Limit ARS0.00

Credit Used ARS11,290,134.77

Credit available -ARS11,290,134.77

Currency ARS

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

Home
Find Products
Favorites
Orders and Invoices
Quotations
Help
My Company

Grundfos / Invoices

Orders and invoices

Orders

Deliveries

Invoices

Search by

▼

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	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

[↓ 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

[View PDF:](#)
 0601620282.pdf

Order number: **0674202551** Your PO number: **1214562**

#Position no. 10	Product number: 96127008 <small>CRN15-07 A-FGJ-G-E-HQQE 254/256TC 60 HZ</small>	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

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 shows the Grundfos Extranet interface. At the top right, a user profile dropdown menu is open, showing the user's name 'Randi Yelton' and a 'My profile' button, marked with a red circle '1'. Below this, the 'My profile' page is displayed, divided into 'User information' and 'Company information' sections. A 'GRUNDFOS LOGIN - RENEW PASSWORD' modal window is open, showing an email input field and a 'Submit' button, marked with a red circle '2'. To the right, the 'Your Grundfos contacts' section shows contact details for Bettina Svane Hansen. Below the profile page, the 'Settings' section is visible, with two modal windows: 'Select frequency in Hertz' (marked with a red circle '3') and 'Select your currency for list prices' (marked with a red circle '4'). The 'Settings' section also shows 'Your webshop role' as 'Quotation user' and 'Frequency in Hz for product information' set to 60. The 'Select frequency in Hertz' modal has radio buttons for 50 and 60 Hz, with 60 Hz selected. The 'Select your currency for list prices' modal has radio buttons for EUR and NOK, with NOK selected.

Help

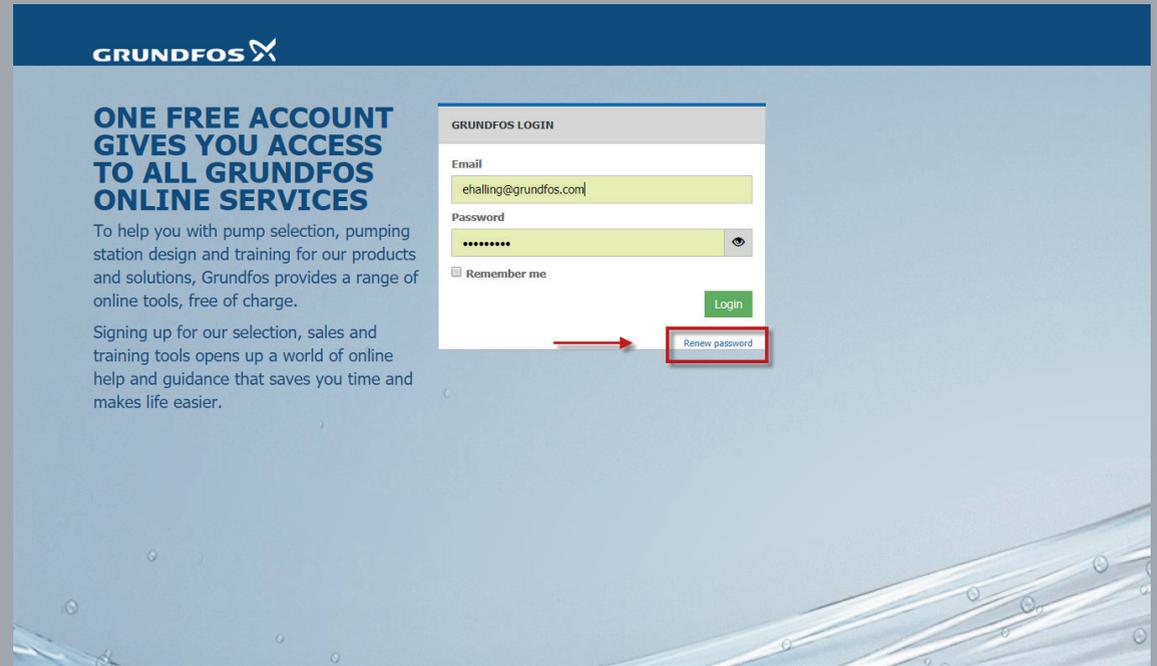
Still confused?

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.

The screenshot shows the 'Help' section of the Grundfos Extranet. At the top, there is a navigation menu with links for Home, Find Products, Favourites, Orders and Invoices, Quotations, Help (which is underlined), and My Company. Below the navigation, the breadcrumb path is 'Grundfos / Help / Getting Started'. The main heading is 'Help', with sub-tabs for 'Getting Started' and 'FAQ'. A message box says 'Having trouble? Please take a look at our video tutorials'. The 'Grundfos Help Videos' section features two video thumbnails: 'Placing an order' with a 'Place order' button and 'Availability' with a 'Stocked product' indicator. On the right, the 'Your Grundfos contacts' section includes a dropdown menu for 'Customer Service', contact details for 'Customer Service' (phone number, email: ordersupport-gpu@grundfos.com), and 'Company Information' for Grundfos Pumps Corporation (address: 17100 West 118th Terrace, 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”**



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

