

Warranty Procedure – Grundfos

Retain Invoice as proof of purchase in the event of a Warranty Claim

- Invoice will contain the following
 - Product Number for Pump
 - Serial Numbers (Wet End & Motor)
 - Grundfos Sales Order Number

Email Grundfos with the following information (auservice@grundfos.com)

- Product Number: Refer to QES Invoice
- Fault: What happened to the pump
- Original Inv/PO#: Refer to QES Invoice (Grundfos Sales Order Number)
- Contact Details for Dealer: Q Energy Solutions
- Email: Your email address for contact from Grundfos
- Type of Request: Replacement / Repair

Return Pump for Assessment

- Grundfos will send an email with instructions for the return of the pump
- Send pump direct to Grundfos – suggest using Registered Post for tracking purposes
- If Warranty Claim is unsuccessful a cost of \$115.00 will be incurred and payable direct to Grundfos/Q Energy Solutions