



# 1 YEAR WARRANTY - Terms and Conditions

We are committed to ensuring the quality and performance of our submersible pumps and offer a comprehensive one-year warranty on manufacturers defects. This warranty is designed to provide our customers with complete satisfaction throughout the specified period.

- Coverage:** This warranty covers any manufacturers defects of the submersible pumps and/or related components for a period of one year from the date of purchase.
- Replacement:** If any covered defects arise, we will provide a complete replacement of the defective product at no cost, following inspection at our factory. This includes components that fail due to manufacturing defects or normal wear and tear under standard operating conditions.
- Exclusions:** This warranty does not cover defects or damages resulting from improper installation, misuse, negligence, unauthorized repairs or modifications, accidents, lack of maintenance, or external factors such as power surges, environmental conditions, or acts of nature.
- Notification and Claim Process:** If you experience any issues covered by this warranty, please contact our support team immediately. Provide details such as the nature of the problem, the serial number of the equipment, and any relevant documentation to facilitate a smooth resolution.
- Transferability:** This warranty is non-transferable and applies only to the original purchaser of the submersible pump. It cannot be extended or transferred to subsequent owners.
- Limitations of Liability:** Our liability under this warranty is limited to the replacement of defective pump as outlined in sections 2 and 3. We are not liable for any indirect, incidental, or consequential damages arising from the use or inability to use the submersible pump.
- Governing Law:** This warranty is governed by and construed in accordance with the laws of the relevant jurisdiction, without regard to its conflict of laws principles.

**LIMITED WARRANTY:** We warrant to our immediate customer and the ultimate consumer that our submersible pumps will be free from defects in material and workmanship under normal use and service for one year from the date of invoicing. The "ultimate consumer" is the first purchaser who uses the product after its initial installation. The purchaser must inform the ultimate consumer of the warranty terms. (1) **Claim Process:** To claim this warranty, the ultimate consumer must notify us in writing of the defect and deliver the product and/or defective part(s) freight prepaid to our factory. The sole remedy is the repair or replacement of defective parts. This warranty does not cover damage from improper installation, voltage issues, environmental factors, or unauthorized modifications. (2) **Limitations:** We are not responsible for loss, damage, or labor costs due to service interruptions caused by defective parts, nor will we accept charges incurred by others without prior written approval. The warranty is void if our inspection reveals misuse or inconsistent use with industry practice or our recommendations. (3) **Liability:** We are not liable for any direct or consequential damages, including lost profits, labor charges, or production delays. (4) **Acceptance:** Acceptance of our goods constitutes acceptance of all terms and conditions. The warranty is annulled if any invoice remains unpaid 90 days after billing. Recommendations for special applications do not constitute a performance warranty. Components supplied by others are covered only by the original manufacturer's terms. By accepting our goods, you agree to all terms and conditions stated herein. Any deviations or additional terms must be agreed upon in writing by an authorized company officer.



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## OUR LOCATIONS

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