

Grundfos Warranty Policy U.S.

The Grundfos warranty covers that the products are not defective due to material nor workmanship.

For Grundfos manufactured products, the warranty covers a standard period of no more than 30 months from the date of manufacture. For PACO, Yeomans, Chicago Pump, Morris, and Sewer Chewer manufactured products, the warranty covers a standard period of no more than 18 months from shipment date. If the pump is installed or commissioned by Grundfos or Grundfos Authorized Service Partners, then the warranty period will cover 24 months from installed date for Grundfos manufactured products and 12 months for PACO, Yeomans, Chicago Pump, Morris, and Sewer Chewer manufactured products (proper startup or commission data required).

Grundfos will determine to repair or replace based on its costs. The parts will be replaced free of charge, but the cost of transport to and from the place of delivery as well as any costs for uninstallations or reinstallations shall be absorbed by the purchaser of the product.

Grundfos reserves the right to extend our service partner network of choice, depending on product range. It is very important the Grundfos warranty does not cover loss of profit, business, or any indirect or consequential damage of any kind whatsoever. Products sold but not manufactured by Grundfos are subject to the warranty granted by the manufacturer of said products and not by Grundfos warranty (i.e. Baldor motors).

Grundfos will not be responsible for system design faults, pump seized due to system deposits, nor damaged packaging. Grundfos will not be responsible for the damage or wear of its products caused by abnormal operating conditions, accidents, abuse, misuse, alterations, unauthorized repairs, or if the product was not installed according to the Installation Instructions and Operation issued by Grundfos. Grundfos will not be responsible for damages nor losses resulting from the use or operation of the product and are not liable for any consequential losses. Wearable parts will not be covered under warranty for normal wear, or misapplication. Wearable parts include mechanical seals and wear rings. Mechanical Seals are NOT warranted beyond 24 hours from time of factory startup.

To obtain warranty, the defective product must be returned to a Grundfos product distributor from which it was purchased together with the proof of purchase, installation date, failure date, and any other installation support data. Unless otherwise specified, the distributor or dealer will contact Grundfos or an authorized service partner to request instructions. Any defective product to be returned to Grundfos or to an authorized service partner must be sent with freight from customer, with the documentation that supports the warranty claim, as well as an authorization for the return of materials (RMA) issued by Grundfos.

Grundfos reserves the right to complete an on-site visit to diagnose in accordance with customer acceptance. This determination includes, but is not limited to, the size of the pump, the application (essential business), and/or the criticality of the operations. If warranty applies, then travel and expenses will be covered under warranty. If it is determined to not be warranty, then travel, expenses, and labor will be charged at the customer's expense.

Products that have been exposed to radioactive materials will not be accepted in return by Grundfos. Those products exposed to toxic materials or were in a mining application require 3 forms: (1) Decontamination, (2) Certificate of Cleanliness (COC), and (3) MSDS / SDS Forms. The warranty claim in this case must be processed with the dealer from which it was purchased. For non-potable, only (2) COC is required.