



Grundfos Water Treatment Americas Transition FAQ

As Newterra transitions to Grundfos Water Treatment Americas, we understand customers, partners, and suppliers may have questions. This FAQ provides additional information about what this transition means and what you can expect moving forward.

What is changing?

Newterra is transitioning to Grundfos Water Treatment Americas as part of the continued integration of Grundfos' water treatment businesses. This transition brings together Newterra, MECO, Water Works, and Grundfos under a unified organization, creating a stronger platform to serve customers across a wide range of industries and applications.

Why is this transition taking place?

This transition creates a more integrated water treatment organization with expanded expertise, technologies, manufacturing capabilities, and service resources. By bringing these businesses together, we can better support customers across the entire water lifecycle while providing access to a broader portfolio of solutions and technical expertise.

Will my primary contact change?

No. Your existing sales, service, project management, and support contacts will remain the same.

Will ongoing projects be affected?

No. Existing projects, orders, service agreements, and support activities will continue as normal.

Will product quality or performance change?

No. This transition does not affect product quality, manufacturing processes, engineering standards, or performance expectations.

Does this transition affect validation documentation, quality systems, or regulatory compliance support?

No. This transition does not impact validation documentation, quality management systems, supplier qualification support, regulatory compliance support, or any product certifications. Customers operating in regulated environments can continue to rely on the same quality standards and support they receive today.



Will quotations, invoices, or purchase orders look different?

Over time, customers may begin seeing the Grundfos Water Treatment Americas name appear on quotations, proposals, invoices, purchase orders, websites, marketing materials, and other business communications. These updates are part of the broader transition and will be implemented over time.

Will email addresses or websites change?

Customers may see updates to branding, websites, and communications as the transition progresses. Any future changes that impact customers will be communicated in advance.

Does this affect warranties, service agreements, or contracts?

No. Existing warranties, service agreements, contracts, and customer commitments remain in place.

What benefits does this provide customers?

Customers gain access to expanded engineering expertise, manufacturing capabilities, service resources, and water treatment technologies through the combined strengths of Newterra, MECO, Water Works, and Grundfos.

The transition creates a stronger organization capable of supporting customers with broader capabilities while maintaining the trusted relationships and support they rely on today.

Will manufacturing locations change?

No immediate changes are planned to manufacturing operations or customer support locations as part of this transition.

Will supplier relationships change?

Existing supplier relationships and business processes will continue as normal unless otherwise communicated.

Who should I contact if I have questions?

Please contact your usual representative. Our team remains committed to supporting you throughout this transition and beyond.