

**Principal**

<b>Customer Number</b>	<input type="text"/>	<b>Your Reference (P/O)</b>	<input type="text"/>
<b>Customer Name</b>	<input type="text"/>		
<b>Contact Person</b>	<input type="text"/>	<b>VAT-ID:</b>	<input type="text"/>
<b>Street</b>	<input type="text"/>	for functional location:	
<b>Zip-Code, City</b>	<input type="text"/>	<b>VAT-ID:</b>	<input type="text"/>
<b>Phone Contact Person</b>	<input type="text"/>		
<b>eMail Contact Person</b>	<input type="text"/>		

**Product purchased by Principal from**

- Grundfos GmbH, 40699 Erkrath, **Germany (EU)**
- Grundfos Pumpen-Vertrieb Gesellschaft m.b.H. 5082 Grödig, **Austria (EU)**
- Grundfos Pumpen AG, 8117 Fällanden, **Switzerland**

**With Invoice #**  **Dated**

Please note, that a.m. information is required in case of application on - even partly - warranty coverage.

**Functional Location**

<b>Country</b>	<input type="text"/>	<input type="text"/>
<b>Company Name</b>	<input type="text"/>	
<b>Contact Person</b>	<input type="text"/>	
<b>Street</b>	<input type="text"/>	
<b>Zip-Code</b>	<input type="text"/>	
<b>City</b>	<input type="text"/>	
<b>State</b>	<input type="text"/>	

**Product**

<b>Product</b>	<input type="text"/>	<b>Onsite installed on</b>	<input type="text"/>
<b>Product Number</b>	<input type="text"/>	<b>Installed by</b>	<input type="text"/>
<b>Remarks</b>	<input type="text"/>		
	<input type="text"/>		

**Contactperson at functional location (english mandatory)**

<b>Availability (GMT+1)</b>	Mon - Thur	from	<input type="text"/>	till	<input type="text"/>
	Fri	from	<input type="text"/>	till	<input type="text"/>
	Sat / Sun	from	<input type="text"/>	till	<input type="text"/>
<b>Phone</b>	<input type="text"/>				
<b>eMail</b>	<input type="text"/>				

**Service requirement**

**Symptom**

- breakage: visible fracture developed under operation
- noise: abnormal noise from product
- leaking: product leaking media from connections, shaft-seal, gaskets/ O-ring, etc.
- low capacity/ head: product performance is not according to specification
- no operation: product will not start up
- no communication: not able to connect external or internally between devices
- alarm indication: alarm log
- control malfunction: control system not in operation
- start/ stop cycling: product does not start/ stop as programmed
- wrong signal: output signal not as expected/ programmed
- other symptom, please describe below

Reference (page2):

Remarks to symptom

**Order specification**

- We require an onsite Service (therefore it is mandatory to provide us your VAT-ID number for the operating country, if within EU).
- We require a remote support within a.m. availability from/ to the phone contact.

**Order specification**

- We authorise the contact partner at functional location to take over decision making for enlargement / enrichment of the given Serviceorder.
- For any additional Service beyond described within this order, the principal requires a step by step approval, starting with a quotation.

**Further Order specification (please describe):**

**Confirmation**

**International Service Order**

**Please note:**

Serviceorder will be handled due to terms-and-conditions from above marked Grundfos company. Grundfos will manage orderhandling while keeping additional expenses like travel- communicaton, reporting-cost, etc. to a reasonable minimum. All services and expenses will be chargeable.

Invoicing: all services will be run on reverse charge related VAT. For EU-Countries a local VAT ID has to be provided.

If Grundfos will identify complete or partial settlement within domestic legal warranty, only these elements will be free-of-charge (warranty-case). Without complete information provided no warranty case can be settled by definition. If mandatory information to fulfill the serviceorder is missing, wrong or incomplete, Grundfos will try to complete them. As this is substantial for resolution, these kind of administrative activity will be charged anyway.

**Additional remarks | additional requirement (please specify):**

Date

Signature

(or provide authorisation by sending via valid company mail account)

*Grundfos internal marks (will be filled by Grundfos):*

Notification#

Service contacts

Grundfos Technical support

Grundfos Service support

Grundfos Service technician