

## **Grundfos Service Agreement Description and Requirements**

**Annual Service Agreement** includes the below criteria for the number of pumps mentioned in the quote and per one site unless specified otherwise.

1. Checking grease and re-greasing motor bearings (if applicable)
2. Checking for hydraulic leaks
3. Checking pump operation
4. Checking controller and sequence of operation
5. Checking calibration and set points
6. Checking pressure gauges (if applicable)
7. Checking sensor operation (if applicable)
8. Checking dry-run protections (if applicable)
9. Checking power supply
10. Checking electrical power consumption
11. Checking of the power cable clamps

### **Requirements for Service Agreement (S.A) to be fulfilled.**

- a) **S.A Scheduling** requires a minimum two-weeks advance notice.
- b) **Equipment** must be accessible and out of Service.
- c) **S.A** will be performed during regular hours (Mon-Fri 7:00am-2:30pm). Outside regular hours premium will apply.
- d) **S.A pricing** is defined as annual visit(s), the on-site hours required to perform the work to one site address within 75kms of Grundfos Service or Authorised Service Centre. This will cover up to (2) hours of travel time. If greater than 2 hours, customer will be charged @ \$ 125/hr for the additional travel time.
- e) **2nd Visit Required.** If the Grundfos representative arrives at site, and the system is not 100% ready and the work needs to be rescheduled due to circumstances out of Grundfos' control, the initial incurred costs are the sole responsibility of the customer and the return visit will be quoted separately.
- f) **Defective parts** or repairs of the pump system(s) are not included in the contract, they will be quoted accordingly, including removal costs, transportation fees and reinstallation (in case the repair cannot be performed at the site)
- g) **Mechanical seals** are warranted to be free from defects in material and workmanship for a period of 24 hours from the date of installation.
- h) **Maintenance** during warranty is NOT included
- i) **Wear parts** (e.g. motor bearings) are warranted to be free from defects in material and workmanship for a period of 30 DAYS from the date of purchase.
- j) Grundfos - General Terms and Conditions applies to this quote. Copies of the full General Terms Conditions are available upon request.