



## GRUNDFOS GO GUARANTEE

<p><b>Terms and Conditions</b></p>	
<p>UK version 14.04.20</p>	
<p>Owners (hereinafter “Users”) of products for which the “GRUNDFOS GO GUARANTEE” applies (paragraph 1) are subject to the following conditions (paragraph 2) to the extent listed below (paragraph 3) of guarantee claims against Grundfos Pumps Ltd, Grovebury Road, Leighton Buzzard, LU7 4TL, England (hereinafter “GRUNDFOS”).</p> <p>This guarantee is a voluntary benefit offered by GRUNDFOS in relation to the product and applies to the respective owner (possibly represented by the operator). The guarantee also applies in the event of late resale, as long as the product continues to operate at the same location (same property). If the product is moved to a location other than the one for which it was registered, the guarantee is invalid.</p> <p>GRUNDFOS reserves the right to change the guarantee conditions at any time or to discontinue the guarantee programme. The terms and conditions are applicable at the date of registration and apply to the registered products. Products already registered will not be affected by any discontinuation of the guarantee programme.</p>	
<p><b>1. Guaranteed products</b> The products listed as guaranteed at the time of registration on the product list are included: <a href="http://www.grundfos.co.uk/GGG">www.grundfos.co.uk/GGG</a></p>	
<p><b>2. Guarantee requirements</b> The prerequisite for granting guarantees is compliance with the following conditions:</p> <p><b>2.1. First commissioning</b> The guarantee applies to products that have been put into operation from the 01.05.2020</p> <p><b>2.2. Place of use</b> The guarantee is only for products registered and operated in the United Kingdom. It will only apply as long as the product is used in the same location (same property) for which it was registered (see above).</p> <p><b>2.3. Registration by creating and sending a GO Report</b> The user must register the product by creating and sending a GO report before the useful life has exceeded 2,160 operating hours. No date extensions will be permitted.</p> <p>The GO Report must be created by using the “GRUNDFOS GO Remote” app. It is a requirement that all categories are filled in truthfully on the GO Report (in particular, Grundfos product number, product serial number, number of operating hours, production code and location) are required.</p>	



The GO report should be attached to an e-mail and sent to the following address: [go.uk@grundfos.com](mailto:go.uk@grundfos.com).

Each product can only be registered once

#### 2.4. Commissioning and maintenance by specialist company

The product must have been properly installed and commissioned by a specialist company. It can only have been used for the purposes provided in the operating and installation instructions. Required maintenance must have been carried out by specialist firms.

#### 2.5. Application for the provision of guaranteed services within the guarantee period

The guarantee period is 5 years from the preparation of the GO Report, but not more than 10 years from the date of production (production code as listed on the pump plate).

The application for guarantee services can only be made within the guarantee period. It must be provided via the online form on the website [www.grundfos.co.uk/GGG](http://www.grundfos.co.uk/GGG) with the addition of a scanned proof of purchase. The applicant must follow the respective conditions on the website.

The applicant must be the owner or authorised operator of the product. All information requested on the website, including personal information and location information of the product, must be provided

#### 2.6. Product shortage

The guarantee takes effect in association with the initial design and manufacture of hardware components. Defects caused by normal wear and tear, improper storage, assembly, use or conversion, use with an unsuitable medium or external influence such as frost or physical external violence etc., will not be applicable.

### 3. Rights under guarantee

3.1. The guarantee is in accordance with previous Sections 1 and 2 being met, GRUNDFOS grants a guarantee in so far as GRUNDFOS is responsible for the deficiencies as follows:

By official request, GRUNDFOS will deliver a new spare part or product at its own expense. If GRUNDFOS provides a form for the return of the defective product, this must be used by the applicant. If GRUNDFOS chooses to supply a new replacement product and grants the user the right to make a selection within a certain product range, the user must make this application within three months of Grundfos providing this option; If the user fails to comply within this period, the guarantee claim will expire.

GRUNDFOS is also entitled to elect to repair the product at your expense. If GRUNDFOS chooses to do so or if GRUNDFOS wants to check this, the user must, at the request of GRUNDFOS, send the product or parts of it to GRUNDFOS or allow GRUNDFOS access to the device. If GRUNDFOS



provides a form for the return of the defective product, this must be used by the applicant. The user must ensure that the product for which the guarantee rights relates to are used is made available for GRUNDFOS on site to review on a previously agreed date to ensure there are no delays and safe performance is maintained. A time window to facilitate barrier-free access to the customers site (when work can begin) must be provided. The customer will also make power, water and qualified personnel available to GRUNDFOS. Site personnel should be able to advise of any disruption, errors or damage that has occurred. Where it is necessary for work to be carried out on site by two persons due to specific site conditions and/or risk assessment, the user must inform Grundfos of this as soon as practically possible. If the user is unsure, they must also communicate this for verification with Grundfos. If additional resources are required, due to the customer providing insufficient information to Grundfos at the time of registering the visit request, or a replacement date or an additional date is required, the user will be billed for any extra expenses in accordance with the current GRUNDFOS price list.

GRUNDFOS does not accept any additional liabilities beyond the pump itself, in terms of any system or external component failures. Any damage caused during the removal or replacement of the Grundfos product will be communicated with the customer.

3.2. Further rights – any additional costs or losses do not form part of the guarantee.

3.3. Further legal rights relating to the user are unaffected by the issuance of guarantee rights.

3.4. Any pump can only be active in one guarantee scheme. Where the user has already activated any warranty action with regard to a subsequently registered product, either directly or indirectly, will result in their needing to reimburse GRUNDFOS for any related costs.

#### 4. Other

4.1. If the guarantee is used in an unauthorised way – for example, because an initial defect is not confirmed - the user will bear the costs incurred as well as any repair associated costs, at industry-standard rates.

#### 5.. Governing law

5.1 These terms and conditions shall be construed in accordance with and governed by the laws of England and Wales and subject to the exclusive jurisdiction of the courts of England and Wales.



SERVICE  
AGREEMENTS



REPAIR  
SERVICES



OPERATION  
SERVICES



OPTIMISATION  
SERVICES

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