

21 August 2026

URGENT RECALL NOTICE – Shock Risk for specific 3” models of SQFlex Pumps

Dear customer,

We are writing to inform you that Grundfos has initiated a voluntary recall of some 3” SQFlex Pumps.

During a routine check, Grundfos detected a safety issue in specific models of 3” SQFlex Pumps from production code range 2540 to 2620 (see Appendix 1, section A). We have identified that **pumps supplied to you may be affected**. Grundfos has identified that the pump’s motor lead cable may become damaged where it contacts the cable guard. This may lead to wear or tearing of the cable insulation. If the cable insulation is damaged, exposed wiring creates a potential electric shock risk from the supply of electrical power. It is therefore Grundfos’ assessment that an actual **safety risk** is present and **COULD RESULT IN SERIOUS INJURY OR DEATH**.

PLEASE TAKE IMMEDIATE ACTION TO IDENTIFY, ISOLATE, AND CONTACT GRUNDFOS FOR REPAIR, RETURN, OR REPLACEMENT OF AFFECTED PUMPS.

Pumps not affected by this recall include all models of 4” SQFlex pumps, 3” SQFlex Pumps models not listed in this recall notice, and affected 3” models produced outside of the production code range 2540 to 2620.

INSTRUCTIONS – PLEASE TAKE ACTION!

Please take the following actions immediately:

For all installed pumps disconnect the power supply before following the below steps.

1. Identify and locate the relevant pump(s)

Identify and locate any 3” models of SQFlex Pumps in your possession, custody, or control that were supplied by Grundfos after 28 September 2025. If you are not the end-user, please immediately identify any affected downstream customer(s), including end-user(s), installer(s), dealer(s) and/or other reseller(s).

2. Pumps not yet installed

To identify if you have any affected pump(s) please follow points 5-6 below immediately.

3. Pumps already installed in a well

Based on Grundfos' current technical assessment, no immediate action is required for pumps already installed in a well. Such pumps should not be pulled out of the well solely because of this letter.

However, when the pump is pulled out of the well in the future, **before pulling it out disconnect the power supply** and follow points 4-6 below.

4. Pumps handled or used above ground

Before carrying out points 5 and 6 below, disconnect the power supply. Potentially affected pumps handled or used above ground must not be turned on again, energized, tested, operated, used for water transport, or handled in a wet or above-ground test environment, unless it has been confirmed through the steps below that the pump is not affected.

5. Identify pump model and production code of the pump(s)

Check the 3" SQFlex pumps' model and production code (year/week) and confirm whether it falls within the affected models and within production code range 2540 to 2620, corresponding to pumps manufactured from 29 September 2025 to 17 May 2026, both dates included. Appendix 1 explains how to locate the model and production code on the nameplate of the pump and the package label.

Once a pump has been confirmed as affected, it **must not be turned on again**, energized, tested, operated, used for water transport, or handled in a wet or above-ground test environment as stated above.

6. Isolate pumps and contact Grundfos

Once you have identified one or more pumps as affected based on Appendix 1, please stop selling and isolate all affected pumps and contact your local Grundfos representative to arrange for repair or replacement of the pump(s). Grundfos will provide the remedy free of charge. If there is an urgent operational need to continue pumping, please contact Grundfos before taking any further action.

7. Notify downstream customers as soon as possible

If you are a distributor, channel partner, or any other type of customer that has resold the unit, please promptly ensure that any affected downstream customer(s), including end-user(s), installer(s), dealer(s) and/or other reseller(s) are informed and receive a copy of this notice. These parties may also contact their local Grundfos representative directly for further guidance. If you are a distributor, channel partner, reseller, installer, dealer, or any other customer that has supplied or resold affected pumps, **please confirm in writing to Grundfos within 7 days of receipt of this notice at the contact information provided below** that you have notified all affected downstream customers, including end-users, installers, dealers, resellers, and any other parties to whom affected pumps may have been supplied.

Contact Information

If you have any questions or need to arrange the repair or replacement of affected pumps, please contact us at:

- **Phone:** +1 844-994-2850 (available Monday-Friday 8 am to 5 pm CST)
- **Email:** recall@grundfos.com (available 7 days a week)

Response Requested

The safety actions described above must be taken immediately. Please contact Grundfos within 14 days of receipt of this notice for repair or replacement of affected pumps.

We apologize for any inconvenience that this might cause. If you have any questions or concerns, please do not hesitate to reach out to your local Grundfos representative for further information.

Kind regards,
Grundfos Americas Corporation



Hamed Heyhat
EVP & CEO of Grundfos Water Utility

APPENDIX 1:

A. RANGE OF AFFECTED PUMPS

The recall applies to specific 3" models of SQFlex Pumps manufactured from 29 September 2025 to 17 May 2026, both dates included. This corresponds to **production codes 2540 to 2620 (year/week)**, where the first two digits indicate the year and the last two digits indicate the week. Pumps within this range are affected by the recall.

However, based on Grundfos' current technical assessment, no further action is required for pumps already installed in a well until pulled out in the future (see step 3 above).

Pumps with models that are listed below, but that have production codes outside the range 2540 to 2620 are not subject to this recall.

Affected 3" models of SQFlex Pumps:

- 3 SQF-2
- 3 SQF-3
- 6 SQF-2
- 6 SQF-3
- 11 SQF-2

B. HOW TO DETERMINE IF YOUR PUMP IS AFFECTED

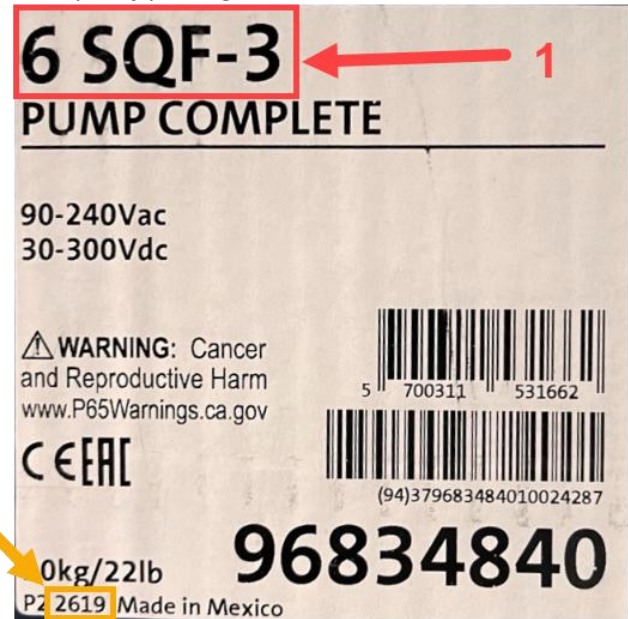
1. To confirm whether your pump(s) are affected by the recall, please find the nameplate or the package label and check whether the **model** is listed above.
2. Then check if the **production code** on the nameplate or the package label falls within the production code range identified in section A above. You can find guidance on how to read the nameplate and package label in section C below in this Appendix 1.
3. If any located pump is a listed model and has a production code within the range identified in section A above, you have found an affected pump. Please isolate all affected pumps, stop selling them, and follow the instructions in this letter, including contacting Grundfos as described in step 6 above.

C. HOW TO READ THE NAMEPLATE OR PACKAGE LABEL

Example of nameplate:



Example of package label:



#1 - identifies the model of the 3" SQFlex Pump

#2 - identifies the production code of the 3" SQFlex Pump

Production code (year/week) explanation: In the example shown above, "2619" is the production code, meaning that the product was produced in 2026, week 19. This falls within the production code range identified in section A above.