

ECKERLE PUMPS WARRANTY

Procedure – Terms & Conditions

WARRANTY

2 years. This warranty covers all parts with material or manufacturing defects. The buyer's only remedy is the replacement or repair of the defective parts. In no case can labour costs and any consequential damage be cited as a basis for a complaint. Any returned units must be complete and must be accompanied by a written list of the defects ascertained.

We are unable to accept any liability in case of non-conformance to correct installation as per installation instructions, or noncompliance with the specifications or maintenance recommendations.

WARRANTY PROCEDURE:

Faulty products still within the warrantee period should to be returned to supplier for testing. Products must be complete i.e. all components "pump and float / sensor" returned, and in original condition.

A written description of the fault / defect must be submitted together with the appropriate invoice number.

WARRANTY REPLACEMENT PUMPS:

If a replacement pump/s is required before the "faulty pump/s have been returned for testing" the replacement pump /s will be invoiced pending the test results.

On completion of tests: -

- Pumps that fail due to component or manufacturing defect will be replaced at no charge (or credited against the replacement pump invoice)
- Working pumps will be returned to the customer

EXCLUSIONS:

Warranty will be null & void in the event of:

1. **Abuse or physical damage:-**

i.e. damaged / cracked casing / damaged or broken terminal connectors due to excessive force or oversized tools

2. **Glue:-**

No glue whatsoever is to be used to affix tubing to pump; correctly sized thick wall tubing will fit snugly on pump inlet and outlet tubes, ensuring an air tight seal. Glue can block pump orifice and non-return valves. See tubing sizing below!

3. **Electrical short circuit: -**

Care should be taken when making electrical connections and suitably sized cable i.e. 1mm multi or single strand wire should be used, either boot lace ferrule or soldered tip for multi strand wire to prevent fraying and possible short circuit.

4. **Water:-**

The presence of water or water damage to the pc board or electrics. Electronics are susceptible to water damage and due care should be taken when working with these.

5. **Installation Instruction:-**

We are not able to accept any liability in case of non-conformance to installation instructions, or noncompliance with the specifications or maintenance recommendations, nor will we accept liability for undersized pumps being installed.

****Note****

Correctly sized thick wall tubing 6mm ID must be used. Thick wall tubing is less susceptible to kinking and creating blockages.