

CARL ERIC JOHNSON CO.

ENGINEERED PROCESS
EQUIPMENT & SOLUTIONS

Since 1938



GRUNDFOS 
AUTHORIZED SERVICE CENTER

TO RECEIVE RGA#, RETURN COMPLETED FORM TO:
CUSTOMERSERVICE@CEJCO.COM or FAX: (678) 377-2021

CUSTOMER INFORMATION:

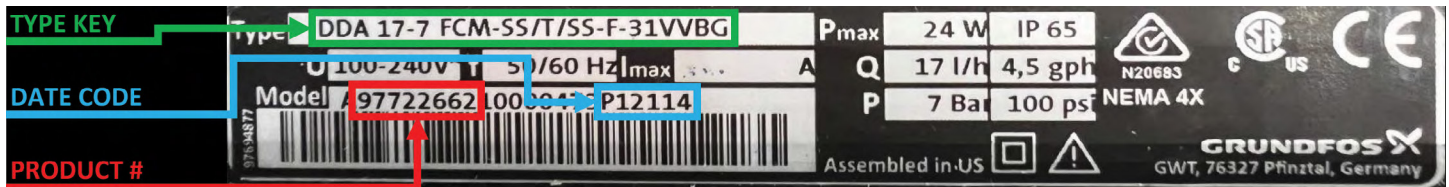
Name: Date:
Phone: Email:
Company Name:

RETURN SHIPPING INFORMATION:

Name:
Attention: C/O:
Street Address:
City: State: Zip:

PRODUCT INFORMATION:

Part #: Type Key:
Date Installed: Date Failed: Date Code:



Reason for Return:

Describe Symptoms:

Is the problem Intermittent or Constant?:

OUT OF WARRANTY INSPECTION FEE: \$180 (\$90/HOUR | 2 HOUR MINIMUM)

Please indicate Preferred Payment Method:

Purchase Order: PO#:

Credit Card: Please issue your credit card payment over the phone by calling our Customer Service Line at 800-737-2235.

NOTE: Return freight must be prepaid. RMA forms must accompany package(s). Tag all packages with RMA number. CEJCO will not accept return of products which are contaminated with toxic or hazardous material. Any necessary "Certificate(s) of Cleanliness" or additional information sheet(s) must accompany RMA request and returned pump.



CERTIFICATE OF CLEANLINESS HEALTH AND SAFETY CLEARANCE FORM

Product Description:

Product Number:

Quantity:

APPLICATION:

The referenced product has been exposed to toxic or hazardous materials:

YES NO If yes, complete SECTION A. If no, continue to SECTION B.

SECTION A: TOXIC CLEARANCE *(TO BE COMPLETED IF APPLIED SUBSTANCES ARE HAZARDOUS)*

Please specify all hazardous materials/substances used with the referenced product(s):

Provide the Safety Data Sheet for all materials referenced or list precautions to be taken when handling these substances. Also, provide any actions to be taken in the event of human contact with any liquid within the product (even after cleanign and/ or flushing).

The product returned has been decontaminated, drained of liquid and is safe to handle. Provide decontamination method used:

Initial:

Date:

SECTION B: NON-TOXIC CLEARANCE *(TO BE COMPLETED IF APPLIED SUBSTANCES ARE NOT HAZARDOUS)*

The product returned has not handled or been in contact with any toxic or hazardous substances. The product has been drained of liquid and is safe to handle.

Initial:

Date:

I hereby declare that the contents of this consignment are fully and accurately described above by proper shipping name and are classified, packed, marked and labeled, and are in all respects in proper condition for transport, by all modes, according to applicable international and national governmental regulations. Health and safety issues are clearly understood and will be given consideration during shipment. (A repair or inspection of product will only be undertaken when this certificate has been completed and authorized by a qualified member of staff employed by the returning company.)

Company:

Name:

Position:

Signature:

Date:

RADIOACTIVE PRODUCTS WILL NOT BE ACCEPTED FOR REPAIR. A return material authorization number from CEJCO, along with a completed and signed copy of this form must accompany the returned product. It is the sender's responsibility to package, transport, and complete the shipping documents regarding the nature of the product shipped. Irrespective of this, CEJCO reserves the right to reject the service order for other reasons. CEJCO will rely on this representation and will look to the customer for reimbursement of any and all costs, claims, or damages incurred, included attorney fees, if any representation is not correct.



GRUNDFOS WARRANTY POLICY U.S.

GRUNDFOS WARRANTY POLICY U.S. – OCTOBER 1, 2020 (*SUPERSEDES PREVIOUS*)

The Grundfos warranty covers that the products are not defective due to material nor workmanship.

For Grundfos manufactured products, the warranty covers a standard period of no more than 30 months from the date of manufacture. For PACO, Yeomans, Chicago Pump, Morris, and Sewer Chewer manufactured products, the warranty covers a standard period of no more than 18 months from shipment date. If the pump is installed or commissioned by Grundfos or Grundfos Authorized Service Partners, then the warranty period will cover 24 months from installed date for Grundfos manufactured products and 12 months for PACO, Yeomans, Chicago Pump, Morris, and Sewer Chewer manufactured products (proper startup or commission data required).

Grundfos will determine to repair or replace based on its costs. The parts will be replaced free of charge, but the cost of transport to and from the place of delivery as well as any costs for uninstallations or reinstallations shall be absorbed by the purchaser of the product.

Grundfos reserves the right to extend our service partner network of choice, depending on product range. It is very important the Grundfos warranty does not cover loss of profit, business, or any indirect or consequential damage of any kind whatsoever. Products sold but not manufactured by Grundfos are subject to the warranty granted by the manufacturer of said products and not by Grundfos warranty (i.e. Baldor motors).

Grundfos will not be responsible for system design faults, pump seized due to system deposits, nor damaged packaging. Grundfos will not be responsible for the damage or wear of its products caused by abnormal operating conditions, accidents, abuse, misuse, alterations, unauthorized repairs, or if the product was not installed according to the Installation Instructions and Operation issued by Grundfos. Grundfos will not be responsible for damages nor losses resulting from the use or operation of the product and are not liable for any consequential losses. Wearable parts will not be covered under warranty for normal wear, or misapplication. Wearable parts include mechanical seals and wear rings. Mechanical Seals are NOT warrantied beyond 24 hours from time of factory startup.

To obtain warranty, the defective product must be returned to a Grundfos product distributor from which it was purchased together with the proof of purchase, installation date, failure date, and any other installation support data. Unless otherwise specified, the distributor or dealer will contact Grundfos or an authorized service partner to request instructions. Any defective product to be returned to Grundfos or to an authorized service partner must be sent with freight from customer, with the documentation that supports the warranty claim, as well as an authorization for the return of materials (RMA) issued by Grundfos.

Grundfos reserves the right to complete an on-site visit to diagnose in accordance with customer acceptance. This determination includes, but is not limited to, the size of the pump, the application (essential business), and/or the criticality of the operations. If warranty applies, then travel and expenses will be covered under warranty. If it is determined to not be warranty, then travel, expenses, and labor will be charged at the customer's expense.

Products that have been exposed to radioactive materials will not be accepted in return by Grundfos. Those products exposed to toxic materials or were in a mining application require 3 forms: (1) Decontamination, (2) Certificate of Cleanliness (COC), and (3) SDS Forms. The warranty claim in this case must be processed with the dealer from which it was purchased. For non-potable, only (2) COC is required.

GLOBAL REFERENCE: GBLB5.03 WARRANTY POLICY