
Warranty Guide Book

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COMMERCIAL STANDARD WARRANTY

For goods sold to commercial buyers, Seller warrants the goods sold to Buyer hereunder (with the exception of membranes, seals, gaskets, elastomer materials, coatings and other "wear parts" or consumables all of which are not warranted except as otherwise provided in the quotation or sales form) will be (i) be built in accordance with the specifications referred to in the quotation or sales form, if such specifications are expressly made a part of this Agreement, and (ii) free from defects in material and workmanship for a period of one (1) year from the date of installation or twelve (12) months from the date of shipment (which date of shipment shall not be greater than eighteen (18) months after receipt of notice that the goods are ready to ship), whichever shall occur first, unless a longer period is specified in the product documentation (the "Warranty").

Except as otherwise required by law, Seller shall, at its option and at no cost to Buyer, either repair or replace any product which fails to conform with the Warranty provided Buyer gives written notice to Seller of any defects in material or workmanship within ten (10) days of the date when any defects or non-conformance are first manifest. Under either repair or replacement option, Seller shall not be obligated to remove or pay for the removal of the defective product or install or pay for the installation of the replaced or repaired product and Buyer shall be responsible for all other costs, including, but not limited to, service costs, shipping fees and expenses. Seller shall have sole discretion as to the method or means of repair or replacement. Buyer's failure to comply with Seller's repair or replacement directions shall terminate Seller's obligations under this Warranty and render the Warranty void. Any parts repaired or replaced under the Warranty are warranted only for the balance of the warranty period on the parts that were repaired or replaced. Seller shall have no warranty obligations to Buyer with respect to any product or parts of a product that have been: (a) repaired by third parties other than Seller or without Seller's written approval; (b) subject to misuse, misapplication, neglect, alteration, accident, or physical damage; (c) used in a manner contrary to Seller's instructions for installation, operation and maintenance; (d) damaged from ordinary wear and tear, corrosion, or chemical attack; (e) damaged due to abnormal conditions, vibration, failure to properly prime, or operation without flow; (f) damaged due to a defective power supply or improper electrical protection; or (g) damaged resulting from the use of accessory equipment not sold or approved by Seller. In any case of products not manufactured by Seller, there is no warranty from Seller; however, Seller will extend to Buyer any warranty received from Seller's supplier of such products.

THE FOREGOING WARRANTY IS EXCLUSIVE AND IN LIEU OF ANY AND ALL OTHER EXPRESS OR IMPLIED WARRANTIES, GUARANTEES, CONDITIONS OR TERMS OF WHATEVER NATURE RELATING TO THE GOODS PROVIDED HEREUNDER, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXPRESSLY DISCLAIMED AND EXCLUDED. EXCEPT AS OTHERWISE REQUIRED BY LAW, BUYER'S EXCLUSIVE REMEDY AND SELLER'S AGGREGATE LIABILITY FOR BREACH OF ANY OF THE FOREGOING WARRANTIES ARE LIMITED TO REPAIRING OR REPLACING THE PRODUCT AND SHALL IN ALL CASES BE LIMITED TO THE AMOUNT PAID BY THE BUYER FOR THE DEFECTIVE PRODUCT. IN NO EVENT SHALL SELLER BE LIABLE FOR ANY OTHER FORM OF DAMAGES, WHETHER DIRECT, INDIRECT, LIQUIDATED, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, EXEMPLARY OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFIT, LOSS OF ANTICIPATED SAVINGS OR REVENUE, LOSS OF INCOME, LOSS OF BUSINESS, LOSS OF PRODUCTION, LOSS OF OPPORTUNITY OR LOSS OF REPUTATION.

LIMITED CONSUMER WARRANTY

For goods sold for personal, family or household purposes, Seller warrants the goods purchased hereunder (with the exception of membranes, seals, gaskets, elastomer materials, coatings and other "wear parts" or consumables all of which are not warranted except as otherwise provided in the quotation or sales form) will be free from defects in material and workmanship for a period of one (1) year from the date of installation or eighteen (18) months from the product date code, whichever shall occur first, unless a longer period is provided by law or is specified in the product documentation (the "Warranty").

Except as otherwise required by law, Seller shall, at its option and at no cost to Buyer, either repair or replace any product which fails to conform with the Warranty provided Buyer gives written notice to Seller of any defects in material or workmanship within ten (10) days of the date when any defects or non-conformance are first manifest. Under either repair or replacement option, Seller shall not be obligated to remove or pay for the removal of the defective product or install or pay for the installation of the replaced or repaired product and Buyer shall be responsible for all other costs, including, but not limited to, service costs, shipping fees and expenses. Seller shall have sole discretion as to the method or means of repair or replacement. Buyer's failure to comply with Seller's repair or replacement directions shall terminate Seller's obligations under this Warranty and render this Warranty void. Any parts repaired or replaced under the Warranty are warranted only for the balance of the warranty period on the parts that were repaired or replaced. The Warranty is conditioned on Buyer giving written notice to Seller of any defects in material or workmanship of warranted goods within ten (10) days of the date when any defects are first manifest.

Seller shall have no warranty obligations to Buyer with respect to any product or parts of a product that have been: (a) repaired by third parties other than Seller or without Seller's written approval; (b) subject to misuse, misapplication, neglect, alteration, accident, or physical damage; (c) used in a manner contrary to Seller's instructions for installation, operation and maintenance; (d) damaged from ordinary wear and tear, corrosion, or chemical attack; (e) damaged due to abnormal conditions, vibration, failure to properly prime, or operation without flow; (f) damaged due to a defective power supply or improper electrical protection; or (g) damaged resulting from the use of accessory equipment not sold or approved by Seller. In any case of products not manufactured by Seller, there is no warranty from Seller; however, Seller will extend to Buyer any warranty received from Seller's supplier of such products.

Goulds Water Technology Policy Concerning Online Sales to Consumers. Homeowners using the Internet to locate information regarding residential water systems, residential wastewater systems, controls and tanks may discover several sites offering a direct-to-consumer purchasing opportunity. Residential water and wastewater systems are mission critical applications and are designed to be installed by qualified professionals. Goulds Water Technology has an extensive nationwide network of distributors and dealers, including authorized resellers. To find Goulds Water Technology recognized distributors, dealers and authorized resellers, please complete the form located at: <http://unitedstates.xylemappliedwater.com/brands/red-jacket-water-products/sales-service/>

No warranty is offered on Goulds Water Technology equipment purchased over the Internet, including web-based options from unauthorized retailers. This policy is necessary to ensure that Goulds Water Technology equipment is installed properly, in compliance with applicable laws, rules and codes, in a manner that addresses safety concerns and the proper performance of Goulds Water Technology equipment.

THE FOREGOING WARRANTY IS PROVIDED IN PLACE OF ALL OTHER EXPRESS WARRANTIES. ALL IMPLIED WARRANTIES, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE (1) YEAR FROM THE DATE OF INSTALLATION OR EIGHTEEN (18) MONTHS FROM THE PRODUCT DATE CODE, WHICHEVER SHALL OCCUR FIRST. EXCEPT AS OTHERWISE REQUIRED BY LAW, BUYER'S EXCLUSIVE REMEDY AND SELLER'S AGGREGATE LIABILITY FOR BREACH OF ANY OF THE FOREGOING WARRANTIES ARE LIMITED TO REPAIRING OR REPLACING THE PRODUCT AND SHALL IN ALL CASES BE LIMITED TO THE AMOUNT PAID BY THE BUYER FOR THE DEFECTIVE PRODUCT. IN NO EVENT SHALL SELLER BE LIABLE FOR ANY OTHER FORM OF DAMAGES, WHETHER DIRECT, INDIRECT, LIQUIDATED, INCIDENTAL, CONSEQUENTIAL, PUNITIVE, EXEMPLARY OR SPECIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF PROFIT, LOSS OF ANTICIPATED SAVINGS OR REVENUE, LOSS OF INCOME, LOSS OF BUSINESS, LOSS OF PRODUCTION, LOSS OF OPPORTUNITY OR LOSS OF REPUTATION.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

To make a warranty claim, check first with the dealer from whom you purchased the product or visit www.xylem.com for the name and location of the nearest dealer providing warranty service.

COMPLETE LISTING OF WARRANTY PERIODS

Product Family	Product	Standard Warranty (Install/DateCode)	Extended Warranty/ GPDA Warranty
Drives and Controls	Aquavar IPC	3 years / 42 months	
	SPD, SPD Plus, CPC	2 years / 30 months	3 year Bundle
	Hydrovar	1 year / 18 months	
	Aquastart	2 years / 30 months	3 year Bundle
	Aquavar ABII	2 years / 30 months	
	Aquavar e-ABII packages	3 years / 42 months	
	SOLO	2 years / 30 months	3 years / 42 months
	Transducers	1 year / 18 months	
Bundle	Pump, Motor, Control*	3 years	
Centrifugal Motors	All Motors except Baldor PE	1 year	
	Premium Efficiency Baldor Motors	3 years from installation	
Tanks	Tanks	5 years / 66 months	
4" Subs/Motors	4" CentriPro Powered Submersibles (1/2 - 7.5 HP)	3 years / 42 months	5 years / 66 months
	4" Submersible Water Ends	3 years / 42 months	5 years / 66 months
	4" GS CBM Pumps (Xtreme)	1 year / 18 months	
	4" CentriPro Standard Construction Motors (1/2 - 7.5 HP)	3 years / 42 months	5 years / 66 months
	4", M100434, 10 HP, 3/3500/60/460V Motors	1 year / 18 months	
	4" CentriPro Xtreme Duty Motors (2 - 7 1/2 HP)	30 days from installation	
6" Subs/ Motors/Bundles Submersible Turbine	6" Water Ends (L, H, J) Submersible Turbines	1 year / 18 months	
	6"- 10" CentriPro Motors	1 year / 18 months	
	6" Pump/Motor Bundle*	1 year / 18 months	2 years / 30 months
	6" Pump/Motor/Drive Bundle*	1 year / 18 months	3 years / 42 months
Turbine 3-Year Extended Warranty	Motors: Centripro 6"-8" submersible motors, or VHS or VSS inverter duty motor up to 450 HP	1 year / 18 months	3 years / 42 months
	Pump: Submersible Turbine Pumps and Lineshaft Turbine Pumps up to 450 HP	1 year / 18 months	
	Controls: Aquavar SPD, Aquavar CPC, Aquavar IPC or AquaStart up to 450 HP	2 years / 30 months	
CentriPro Controls	CentriPro Control Boxes	3 years / 42 months	5 years / 66 months
	CentriPro Pumpsaver	60 month from installation	
Accessories	All Other CentriPro Jet & Submersible Accessories	1 year / 18 months	
Jets	Jet Pumps	1 year / 18 months	3 years / 42 months
Sump, Effluent, Sewage	4NS/4XD (Pro-rated)	5 years	
	Standard Sump, Effluent and Sewage Products including Commercial WW not listed	1 year / 18 months	2 years / 30 months
	GSP	2 years / 30 months	
	Premium Sewage Product - 3885, 3886, 3887	1 year / 18 months	3 years / 42 months
All Commercial Centrifugals	All products in the G&L, Marlow, AC product lines and all Cast Iron product	1 year / 18 months	

* For VHS/VSS motors, only GE or Nidec brand shall qualify. Individual motor warranties may differ from GWT standard warranty.

RETURN PROCEDURE

Claims may be entered online, ecom.xylem.com, or by calling our Customer Service line at 866-325-4210. You will need an ecom account to begin online. See appendix with step by step tutorial. Many of our products can be handled through a Scrap in Field procedure but others must be handled with a return claim or analysis. Some products will not be allowed for return of any kind (see exceptions below).

Returned product must be received within 90 days of submittal of the claim or the claim will be closed without action.

Online Return System

RMA's may also be issued through the Ecom site (ecom.xylem.com). RMA's can be issued for Analysis, Scrap in Field, and Return Material. Scrap in Field will need to have further evaluation as mentioned below in section: Scrapped in Field. Complete Serial numbers must be provided for consideration on any return. Claims must be submitted within 3 months from date of failure. See Return Exceptions/Special Handling for product that can not be returned.

When material is returned to the factory, the Claims Dept. will inspect the product and if found to be defective, will handle the disposition of the claimed material by issuing a credit memo.

Scrap in Field

Same as above, except that the product may not have to be returned to the factory. Warranty Claims may request some material be returned for quality analysis. Claims will have 30 days to determine the product scrapped or returned. If product is determined to be scrapped the credit will be processed. If product is requested to be returned handle return as mentioned above. Products that qualify for Scrap in Field are Jets, Subs and Wastewater 2 HP.

Return Material

Products only manufactured by Goulds Water Technology, Xylem Inc. may be returned if prior written consent of said company is obtained from Warranty Claims Department. Product must have been purchased within the last six months. Only stocked product in original carton, uninstalled and of current design and material (inventoried by Goulds Water Technology, Xylem Inc., no special builds will be considered for return) will be accepted. The buyer will be responsible for the transportation costs and a minimum 25% restocking charge. All returns must be received in a condition without damage to the product or packaging. Goulds Water Technology, Xylem Inc. reserves the right to deny return of any product. When entering online claim, use RMO code.

Analysis

The following products must be returned for analysis and will not be considered for Scrap in Field. ALY code should be used when entering the claim. Allow 2 weeks once product is returned for a report on findings.

Return Exceptions/Special Handling

Non-Stock or Built-to-Order

Any products that are not stock or are built for a specific order will not be approved for return or reimbursement.

AO Smith Tanks

AO SMITH tanks have special procedure. For any tank claim contact the Territory Manager in your area. AO SMITH tank form MUST be signed by the TM. Tank serial number stickers are included on this form for verification of date code and part number. Tanks are scrapped in field once approval is given by TM. In special cases of early failure (within 1 year) AO SMITH reserves the right to inspect failed product for quality issues. The territory manager will advise if tank is to be returned at time of approval.

Aquavar IPC and CPC

The IPC and CPC variable speed drives require a form to be obtained and filled out. Forms are available from Warranty Claims directly or a claim can be made under the Aquavar Menu on Ecom. Approval will be given by Warranty Claims and instructions for location of return. IPC drives will be returned directly to the Vendor, contact Warranty Claims for information. IPC drives over 150 HP will need to be serviced in the field, please call Warranty Claims for instructions.

Wastewater Products

For return of waste water products for analysis (Utilize Goulds authorized SES service centers whenever possible) a return good clearance form is required to insure safety of personnel inspecting product. Instructions should be obtained from Warranty Claims on whether to return product, repair or scrap. Normally products less than 1.5 HP are not required to be returned. Approval should be obtained before disposition of product. See ecom.xyleminc.com/warranty tab for listings under service centers.

20EVP, 2AUW and 2AM32P Model Pump

20EVP, 2AUW and 2AM32P model pumps in need of analysis or repair should be reviewed by a local motor shop. The motor shop report shall be sent to Dawn Lawson (dawn.lawson@xyleminc.com) for credit consideration. These pumps cannot be returned to Goulds Water Technology, Xylem Inc.

Damaged In Transit

When product is received damaged by a carrier the customer is responsible for signing freight bill that product was received damaged. Due to the terms and conditions, the customer owns the product and is responsible for filing a claim with the carrier and re-ordering any product that has been damaged.

Freight Charges

For returned product the customer will be responsible for freight charges until it is determined defective product. Freight credit will be issued on credit memo once warranty is established. * A copy of the freight bill to include charges are required.

Water Systems

4" submersible motors that are 2 HP or larger
6" & 8" submersible motors and water ends
Aquavar Solo Controllers

Commercial

Commercial pumps
Baldor Motors
Aquavar/CPC/IPC
AquaBoost/SPD/S-Drive
Hydrovar

Wastewater

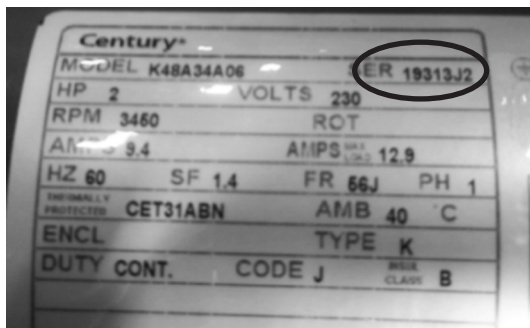
Wastewater Control Panels
Wastewater Pumps 1½ hp & above
All battery backup pumps and chargers

Premature failures within 30 days of install should be considered ALY product for all pumps sold.

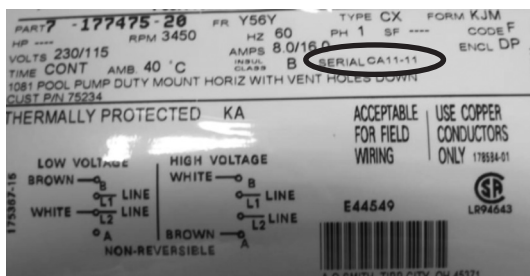
UNDERSTANDING DATE CODES

MOTORS

A) Century/A.O. Smith Motors:

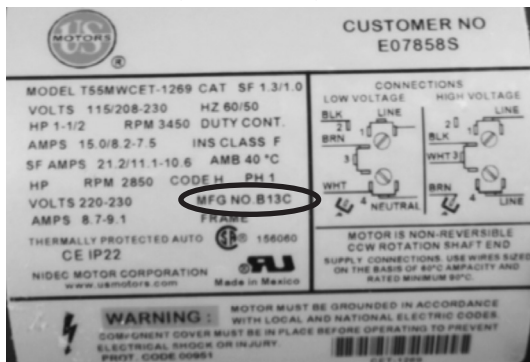


19313J2
 Day of the year Year
 193 = July 12th



CA1111
 YEAR: Month Day of Month
 CA = 2005
 CB = 2006
 CC = 2007
 *excluding "I"
 CJ = 2013

B) Nidec Motors (US Motors):



B13C
 Month: Year
 A = January G = July
 B = February H = August
 C = March J = September
 D = April K = October
 E = May L = November
 F = June M = December

C) CP 4" Submersible Motors



B1412Z420151
 Month: Day of Month Year
 A = January G = July
 B = February H = August
 C = March J = September
 D = April K = October
 E = May L = November
 F = June M = December

D) Baldor Motors:



F1302010294
 Year Month Day

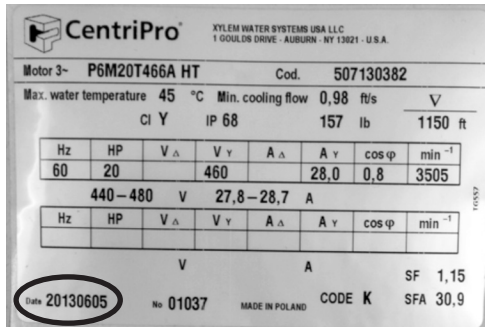
E) WEG Motors:



09SET10
 Day Year
 Month (In Portuguese):
 JAN - January ABR - April JUL - July OUT - October
 FEV - February MAI - May AGO - August NOV - November
 MAR - March JUN - June SET - September DEZ - December

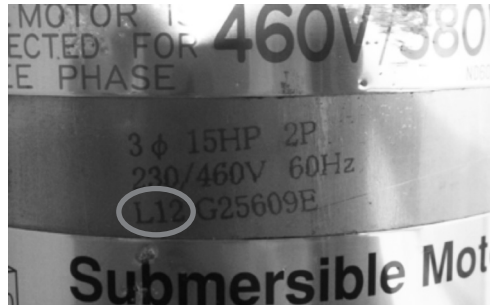
UNDERSTANDING DATE CODES

F) CP Series 6" Motors:



20130605
 Year Month Day

G) CP 6" and Larger Submersible Motors (Hitachi):



L12
 Year

Month:

- A = January G = July
- B = February H = August
- C = March J = September
- D = April K = October
- E = May L = November
- F = June M = December

TANKS

A) HydroPro/T Series Tanks:



GH1327
 Year

Month:

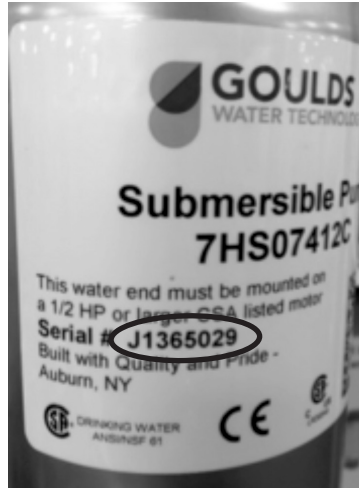
- A = January G = July
- B = February H = August
- C = March J = September
- D = April K = October
- E = May L = November
- F = June M = December



1314C003752
 Year Week

PUMPS

A) Submersible:



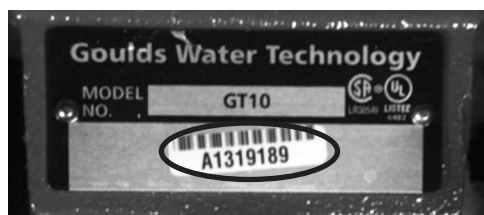
B) Wastewater:



C) Centrifugals:



D) Jet:



J1365029
 Year

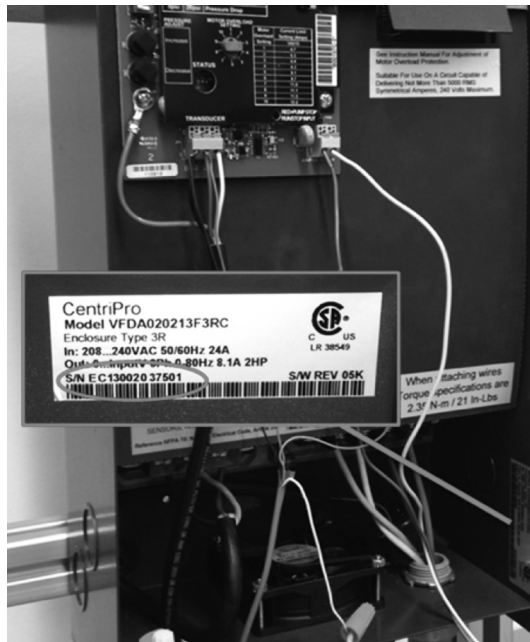
Month:

- A = January G = July
- B = February H = August
- C = March J = September
- D = April K = October
- E = May L = November
- F = June M = December

UNDERSTANDING DATE CODES

DRIVES

A) Aquavar Solo and ABII (3AB2, 5AB2):



E C 1 3 0 0 2 0 3 7 5 0 1

Month:

- A = January G = July
- B = February H = August
- C = March J = September
- D = April K = October
- E = May L = November
- F = June M = December

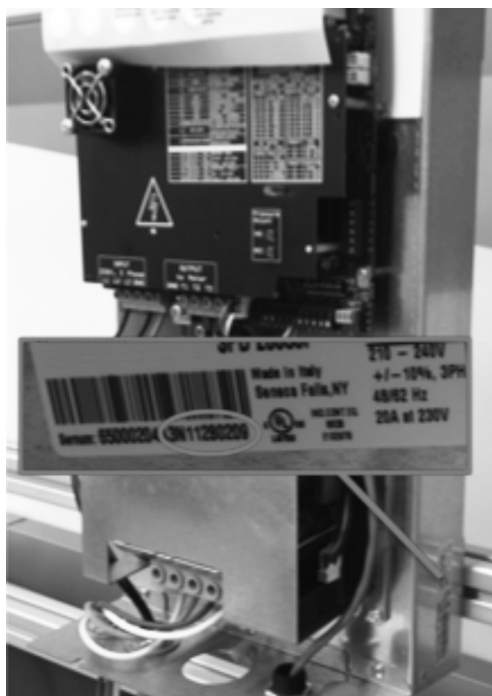
B) Aquavar ABII (1AB2, 2AB2):



1 0 4 5 0 4 0 0

Year Week of Year

C) Aquavar SPD:



... N 1 1 2 8 0 2 0 9

Year Week

D) Aquavar CPC and SPD Plus:



2 1 1 4 5 0 0 7 8 2

Year Week

UNDERSTANDING DATE CODES

E) Hydrovar:



...- 07 02 20
 Year Month Day

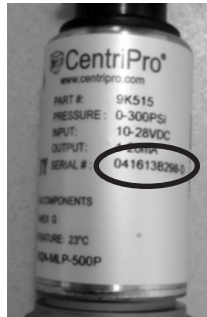
TRANSDUCERS

A) .5-4.5V Signal (Aquavar Solo, ABII) -
 Part Numbers: 9K518, 9K519, 9K520:



01 11 12 ...
 Month Day Year

B) 4-20mA Signal (SPD, CPC, Hydrovar) -
 Part Number: 9K515



04 16 13 ...
 Month Day Year

F) Aquavar IPC:



000602H354
 Week of Year Year
 4 = 2014

PRODUCT CLEARANCE FORM CERTIFICATION

(Request for Analysis - Inspection)

NOTE: Please fill out the following data and fax to Goulds Water Technology: (888) 322-5877

Please use RMA number _____ Date _____

1. **Distributor Name and Location:** _____

2. **Distributor Contact:** _____ Phone: _____

Email Address: _____ Fax: _____

3. Installation Data:

Date Installed: _____ Date Failed: _____

Pump Nameplate Reading / Part Number: _____

Pump Serial Number: _____

Motor Nameplate Reading: _____

Type of Service: OEM _____ Booster _____ RO _____ Boiler Feed _____ Other, describe _____

Location of Job Site: _____

Describe conditions observed indicating failure: _____

4. Application Data:

Type of Liquid: _____

Pump Suction PSIG: _____ Viscosity: _____

System Discharge: _____ Specific Gravity: _____

Suction Lift: _____ Temperature: _____

GPM: _____ PH of Liquid: _____

TDH (ft): _____ % of Solids: _____

Size (micron): _____

4. **Disposition:** Return: _____ Scrap: _____ Other: _____

NOTE: Customer is required to decontaminate the pump, accessories or parts, and each must be completely free of all contaminant. A material safety data sheet (MSDS) for the liquid/material processed through the pump must accompany the pump and/or accessory-part and a copy included with shipping order. For Canada a WHMIS sheet is required.

1. Certified pump is clear of contaminants _____

Signature

2. Ship prepaid freight to Goulds Water Technology, Receiving Door 10 and 11, 2881 E. Bayard Street Ext., Seneca Falls, NY 13148. Tag shipment with RMA Number. RMA must be visible on outside of container.

AQUAVAR® FAILURE ANALYSIS FORM

NOTE: Serial number and DETAILED DESCRIPTION OF FAULT must be provided to receive an RMA number.
No exceptions.

**** Information is required for RETURN or WARRANTY CONSIDERATION**

Please see attached return procedure document for return process information. Warranty consideration will be only for units found to have a manufacturing defect.

**Aquavar CPC/IPC Part Number: _____ (10 characters max)

**Serial number: _____ (10 characters max, always starts with 2)

**Job name/ Dealer: _____ (50 characters max)

**Original Goolds Pumps PO #: _____

****Description of fault: REQUIRED**** _____

Failure message (Fault code) on display?: _____ Is display dark Y/N? _____

If display is dark, has a replacement keypad been tried? Y / N

Which LEDs are on? RED or GREEN? _____

Motor Data

Manufacturer: _____

Rated voltage: _____ Rated FLA/SFA: _____

HP: _____ Speed: _____

****Installation Information:**

Installation Date: _____ Installed by: _____

****Environmental conditions:**

Ambient Temperature: _____ Humidity: _____ Excessive dust or salt air? Y / N _____

**** Input voltage:** _____

Failure happens frequently? _____ Input Line Reactor or Load Reactor installed? _____

****Mechanical check of the system:**

Pump shaft can be easily turned? _____ Any rubbing or grinding? _____ Motor rotation checked? _____

Any outer damage recognizable to the pump or motor? _____

Drives not covered under warranty will be sent back to the requesting distributor at the distributors' expense. Drives covered under warranty will be held for a period of 4 weeks, and then recycled.

* Distributor Name: _____

* Contact Name: _____

* Phone: _____ * Fax: _____

**Fax form "Aquavar Analysis" to
(888) 322-5877**

EXTENDED WARRANTY REGISTRATION - 2- OR 3-YEAR WARRANTY

Required Warranty Registration Information

GPDA Number/GWT Customer Number: _____

GWT Distributor Name: _____

(Where Product Was Purchased)

GPDA Dealer Name: _____

GPDA Dealer City _____ **State** _____ **Zip:** _____

I have read and understand the Turbine Pump + Motor + Drive Bundle Extended Warranty Requirements. I acknowledge that the installation information defined below, although not required at time of registration, will be required in order to receive warranty.

Motor Serial Number: _____

Pump Serial Number: _____

Control Serial Number: _____

Motor Part Number: _____

Pump Part/Model Number: _____

Protection Device Part Number: _____

Return the completed form **no later than 2 weeks** after date of installation to: **dawn.lawson@xylem.com**, **tangy.schoenheit@xylem.com** or **pam.terry@xylem.com**

The Goulds Water Technology Extended Warranty is for three (3) years and is an extension of the Goulds Water Technology Limited Warranty. The Goulds Water Technology Extended Warranty can be accessed by bundling a pump, motor and control; or pump and motor for 2 years from the following products:

BUNDLED WARRANTY

2-Year Extended Warranty 24/30 Months	Motors: Centripro 6"
	Pump: L & H Series Pumps, Submersible Turbine Pumps compatible with 6" Motor
	Controls: Aquavar SPD, Aquavar CPC, Aquavar IPC or AquaStart

INSTALLATION INFORMATION

Location: _____

Installer Name: _____

Application (Choose One):

Residential _____ Municipal _____ Industrial _____

Commercial Business _____ Agricultural _____

Input Filter: _____

Notice: Input and/or output filters may be required if a VFD is used to control the motor. Please refer to the appropriate Control Manual for more information.

Internal Output Filter: Yes _____ No _____

External Output Filter: Yes _____ No _____

Incoming Voltage Line To Ground:

L1 to G: _____ L2 to G: _____ L3 to G: _____

Input Wire Length and Size: _____

Overload Setting (Amps): _____

Running Amps (Maximum Load):

T1/U: _____ T2/V: _____ T3/W: _____

Well ID: _____

Install Date: _____

Output Filter: _____

Notice: Input and/or output filters may be required if a VFD is used to control the motor. Please refer to the appropriate Control Manual for more information.

GPDA BUNDLING OF 6" MOTOR, LIQUID END AND CONTROL EXTENDED WARRANTY REQUIREMENTS

1. Dealer must be registered in the Goulds Professional Dealers Association (GPDA) Program when eligible products are purchased and throughout the life of the Extended Warranty.
2. All Product must be purchased through a Goulds Water Technology Authorized Distributor.
3. All warranty claims must be submitted to, and processed through, an authorized Goulds Water Technology Distributor.
4. Extended warranty period is measured from manufacture date code on the product unless noted above. Warranty registration form must be completed and submitted no later than two (2) weeks after installation date.
5. Extended warranty only covers defects in material and workmanship and does not apply to any product that has been subject to negligence, misapplication, improper installation or maintenance. The motor, pump, and control must be installed according to Gould Water Technology recommendations. Goulds Water Technology reserves the right to void warranty if it is determined that well conditions or the application of the product caused the equipment failure. Some examples of motor/pump/control failures that are not covered under this policy include, but are not limited to: top feeding wells without a motor flow sleeve, water hammer, electrical surges, sand, lightning, improper control settings and upthrust. Refer to the Goulds Water Technology Limited Warranty statement for additional details.
6. Gould Water Technology reserves the right to warrant and replace only the defective part or assembly component. Warranty does not apply to items that may need to be replaced under normal wear: pump shaft seals, capacitors, pressure switches, etc.
7. For 3-year extended, six-inch Centripro motors must be used with Aquavar SPD, Aquavar CPC, Aquavar IPC or AquaStart controls and either the L & H Series Pump, Submersible Turbine Pumps compatible with 6" Motor.
8. For clean water applications only. Sand Fighter, coalbed methane, and other specialty motors are not covered by this program.
9. Warranty valid in the USA and Canada only.
10. Replacement products provided under the Extended Warranty policy shall have a warranty period for balance of the remaining warranty of the original product sold to the registered GPDA Dealer.
11. Goulds Water Technology products sold via the internet or any other non-authorized source do not qualify for GPDA Extended Warranty Program terms.

External Output Filter Part Number: _____

Incoming Voltage Line To Line:

L1 to L2: _____ L2 to L3: _____ L1 to L3: _____

Output Wire Length and Size: _____

CENTRIFUGAL EXTENDED WARRANTY REGISTRATION - 3-YEAR WARRANTY

GPDA Number/GWT Customer Number: _____

*GPDA Number/GWT Customer Number is Required.

Location: _____

Installer Name: _____

Distributor Name: _____

(Where Product Was Purchased)

Pumped Fluid / Specific Gravity: _____

Motor Part Number: _____

Pump Part/Model Number: _____

Input Filter: _____

Notice: Input and/or output filters may be required if a VFD is used to control the motor. Please refer to the appropriate Control Manual for more information.

Internal Output Filter: Yes _____ No _____

External Output Filter: Yes _____ No _____

Input Voltage: _____

Input Phase: _____

Installation type (Choose One):

Indoor: _____ Outdoor: _____

Project Name (if applicable): _____

Install Date: _____

Motor Serial Number: _____

Pump Serial Number: _____

Control Serial Number: _____

The Goulds Water Technology Extended Warranty is for three (3) years and is an extension of the Goulds Water Technology Limited Warranty. The Goulds Water Technology Extended Warranty can be accessed by bundling a pump, motor and control:

Motor: Factory Supplied Motor

Pump: 3656/7, 3642/ICS, SSH, NPE

Controls: Aquavar SPD, Aquavar CPC, Aquavar IPC, Hydrovar

Return the completed form **no later than**

2 weeks after date of installation to:

dawn.lawson@xylem.com,
tangy.schoenheit@xylem.com or
pam.terry@xylem.com

GPDA BUNDLING OF CENTRIFUGAL MOTOR, LIQUID END AND CONTROL EXTENDED WARRANTY REQUIREMENTS

1. Dealer must be registered in the Goulds Professional Dealers Association (GPDA) Program when eligible products are purchased and throughout the life of the Extended Warranty.
2. All Product must be purchased through a Goulds Water Technology Authorized Distributor.
3. All warranty claims must be submitted to, and processed through, an authorized Goulds Water Technology Distributor.
4. Extended warranty period is measured from manufacture date code on the product unless noted above. Warranty registration form must be completed and submitted no later than two (2) weeks after installation date.
5. Seller shall have no warranty obligations to Buyer with respect to any product or parts of a product that have been: (a) repaired by third parties other than Seller or without Seller's written approval; (b) subject to misuse, misapplication, neglect, alteration, accident, or physical damage; (c) used in a manner contrary to Seller's instructions for installation, operation and maintenance; (d) damaged from ordinary wear and tear, corrosion, or chemical attack; (e) damaged due to abnormal conditions, vibration, failure to properly prime, or operation without flow; (f) damaged due to a defective power supply or improper electrical protection; or (g) damaged resulting from the use of accessory equipment not sold or approved by Seller. In any case of products not manufactured by Seller, there is no warranty from Seller; however, Seller will extend to Buyer any warranty received from Seller's supplier of such products.
6. The foregoing warranty is exclusive and in lieu of any and all other express or implied warranties, guarantees, conditions or terms of whatever nature relating to the goods provided hereunder, including without limitation any implied warranties of merchantability and fitness for a particular purpose, which are hereby expressly disclaimed and excluded. Except as otherwise required by law, buyer's exclusive remedy and seller's aggregate liability for breach of any of the foregoing warranties are limited to repairing or replacing the product and shall in all cases be limited to the amount paid by the buyer for the defective product. In no event shall seller be liable for any other form of damages, whether direct, indirect, liquidated, incidental, consequential, punitive, exemplary or special damages, including but not limited to loss of profit, loss of anticipated savings or revenue, loss of income, loss of business, loss of production, loss of opportunity or loss of reputation.
7. Warranty valid in the USA and Canada only.
8. Replacement products provided under the Extended Warranty policy shall have a warranty period for balance of the remaining warranty of the original product sold to the registered GPDA Dealer.
9. Goulds Water Technology products sold via the internet or any other non-authorized source do not qualify for GPDA Extended Warranty Program terms.

TURBINE PUMP, MOTOR AND DRIVE BUNDLE - EXTENDED WARRANTY REGISTRATION

Required Warranty Registration Information

GWT Distributor Customer Number: _____

GWT Distributor Name: _____

(Where Product Was Purchased)

GWT Dealer Name: _____

GWT Dealer City _____ **State** _____ **Zip:** _____

I have read and understand the Turbine Pump + Motor + Drive Bundle Extended Warranty Requirements. I acknowledge that the installation information defined below, although not required at time of registration, will be required in order to receive warranty.

Motor Serial Number: _____

Pump Serial Number: _____

Control Serial Number: _____

Motor Part Number: _____

Pump Part/Model Number: _____

Control Part Number: _____

Return the completed form **no later than 2 weeks** after date of installation to: **warrantyregistration@xyleminc.com**

The Goulds Water Technology Extended Warranty is an extension of the Goulds Water Technology Limited Warranty. The Goulds Water Technology Extended Warranty can be accessed for two years with pump and motor or three years with pump, motor and control from the following products:

BUNDLED WARRANTY

2-Year Extended Warranty 24/30 Months	Motors: Centripro 6"
	Pump: Submersible Turbine Pumps
3-Year Extended Warranty 36/42 Months	Motors: Centripro 6"-8" submersible motors, or VHS or VSS inverter duty motor up to 450 HP
	Pump: Submersible Turbine Pumps and Lineshaft Turbine Pumps up to 450 HP
	Controls: Aquavar SPD, Aquavar CPC, Aquavar IPC or AquaStart up to 450 HP

* For VHS/VSS motors, only GE or Nidec brand shall qualify. Individual motor warranties may differ from GWT standard warranty.

INSTALLATION INFORMATION

Location: _____

Installer Name: _____

Application (Choose One):

Residential _____ Municipal _____ Industrial _____

Commercial Business _____ Agricultural _____

Input Filter: _____

Notice: Input and/or output filters may be required if a VFD is used to control the motor. Please refer to the appropriate Control Manual for more information.

Internal Output Filter: Yes _____ No _____

External Output Filter: Yes _____ No _____

Incoming Voltage Line To Ground:

L1 to G: _____ L2 to G: _____ L3 to G: _____

Input Wire Length and Size: _____

Overload Setting (Amps): _____

Running Amps (Maximum Load):

T1/U: _____ T2/V: _____ T3/W: _____

TURBINE PUMP + MOTOR + DRIVE BUNDLE EXTENDED WARRANTY REQUIREMENTS

- All Product must be purchased through a Goulds Water Technology Authorized Distributor.
- All warranty claims must be submitted to, and processed through, an authorized Goulds Water Technology Distributor.
- Extended warranty period is measured from manufacture date code on the product unless noted above. Warranty registration form must be completed and submitted no later than two (2) weeks after installation date.
- Extended warranty only covers defects in material and workmanship and does not apply to any product that has been subject to negligence, misapplication, improper installation or maintenance. The motor, pump, and control must be installed according to Gould Water Technology recommendations. Goulds Water Technology reserves the right to void warranty if it is determined that well conditions or the application of the product caused the equipment failure. Some examples of motor/pump/control failures that are not covered under this policy include, but are not limited to: top feeding wells without a motor flow sleeve, water hammer, electrical surges, sand, lightning, improper control settings and upthrust. Refer to the Goulds Water Technology Limited Warranty statement for additional details.
- Gould Water Technology reserves the right to warrant and replace only the defective part or assembly component. Warranty does not apply to items that may need to be replaced under normal wear: pump shaft seals, capacitors, pressure switches, etc.
- Two (2) Year:** CentriPro 6" and submersible turbine only. **Three (3) Year:** Six-inch or 8" Centripro submersible motors, or Nidec or GE (VHS, VSS) inverter duty motors must be used with Aquavar SPD, Aquavar CPC, Aquavar IPC, or Aquastart controls, along with GWT submersible turbine pumps or lineshaft turbine pumps.
- For clean water applications only. Sand Fighter, coalbed methane, and other specialty motors are not covered by this program.
- Warranty valid in the USA and Canada only.
- Replacement products provided under the Extended Warranty policy shall have a warranty period for balance of the remaining warranty of the original product sold to the registered GWT Dealer.
- Goulds Water Technology products sold via the internet or any other non-authorized source do not qualify for Extended Warranty Program terms.
- Subject to Goulds Water Technology Distributor participation.

Output Filter: _____

Notice: Input and/or output filters may be required if a VFD is used to control the motor. Please refer to the appropriate Control Manual for more information.

External Output Filter Part Number: _____

Incoming Voltage Line To Line:

L1 to L2: _____ L2 to L3: _____ L1 to L3: _____

Output Wire Length and Size: _____



WATER SYSTEM WARRANTY CLAIM FORM

WATER SYSTEM MATERIAL DISPOSITION REPORT

ALL TANKS LISTED MUST HAVE MODEL & SERIAL NUMBER NAME PLATE ATTACHED.

DISTRIBUTOR'S NAME: _____

ADDRESS: _____

CITY: _____ STATE/PROV: _____ ZIP/POSTAL CODE: _____

INVOICE NO. _____ DEBIT NO. _____

EACH TANK MUST BE LISTED FOR FAILURE MODE AND MATERIAL DISPOSITION 1. DIAPHRAGM; 2. AIR LOSS; 3. RUSTED OUT ; 4. OTHER – PLEASE BE SPECIFIC.
 A) FOR MATERIAL SCRAPPED BY SALES REPRESENTATIVE.
 B) FOR MATERIAL RETURNED TO CHARLOTTE, NORTH CAROLINA or STRATFORD, CANADA.

TANK MODEL	FAILED TANK SERIAL NUMBER	DATE INSTALL	DATE FAILED	REPLACEMENT TANK SERIAL NUMBER	DEALER NAME, ADDRESS, CITY, STATE/PROV., ZIP/POSTAL CODE	FAILURE MODE USE NO. & LETTER CODE (ex. 2B)

SAMPLE
 Must use 3 part copy from Territory Manager

DISTRIBUTION SIGNATURE: _____ SALESMAN SIGNATURE: _____

MAIL THIS COPY TO:
Xylem Inc., USA
 2881 E. Bayard St. Ext., Suite A
 Seneca Falls, NY 13148

Xylem Inc., CANADA
 55 Royal Road
 Guelph, ON N1H1T1

ALL TANKS WHICH FAIL UPON INSTALLATION AND WITHIN FIRST YEAR OF OPERATION, SHOULD BE RETURNED TO CHARLOTTE, NC (USA) OR STRATFORD, ON (CANADA) FOR WARRANTY INSPECTION.

DATE: _____

TUTORIAL FOR CLAIM ENTRY ONLINE

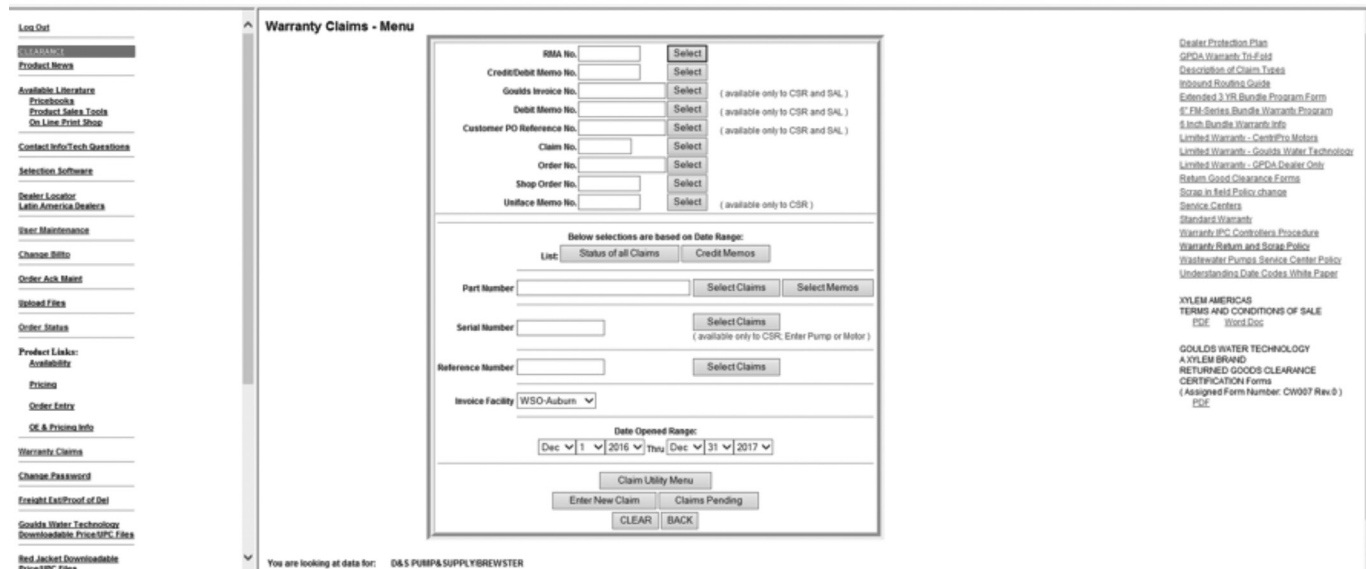
Enter ecom.xylem.com and sign in with Username and password

(if you don't already have a sign on, enter the website and click on the appropriate sign up)

Click on the "Warranty Claims" Tab and click on "Enter New Claim"



Xylem Applied Water Systems



Choose claim type by instruction from this Guide.

Also add PO# and Order number the product was shipped on.

Warranty Claims - Enter Claim

All claims will be auto submitted 2 weeks after being opened.

<p> Claim Type: ALY - Analysis RMO - Return Defective Material SIF - Scrapped in the Field Bill To: FS - Field Service Ship To: RS - Return Stock Date Opened: 1/13/2017 Customer PO: <input type="text"/> Debit Memo #: <input type="text"/> Shop Order #: <input type="text"/> <input type="button" value="Create The Claim"/> <input type="button" value="BACK"/> </p>	<p>SPECIAL INSTRUCTIONS for returning product:</p> <p>Claims created as "ALY - Analysis" can only contain product to be returned for analysis.</p> <p>For items to be scrapped in the field (SIF) or returned for credit (RMO): a separate claim must be issued.</p> <p>Please hold Warranty product until credit has been issued.</p> <p>New Product Return: You MUST Contact Warranty Claims For Return to Stock approval.</p> <p>ALL SOLO Controller product Must be created as "ALY - Analysis"</p> <p>IPCs are not to be returned via RMA. Please contact customer service or Ken Capuano</p>
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TUTORIAL FOR CLAIM ENTRY ONLINE

Enter Part number and Submit product. (you can also search for a part number or description)

Warranty Claims - Enter Product INFO for Claim: 233349 Enter Product Number

Claim #	233349	RMA #	121978	Claim Type	SIF
Bill To	20171	Ship To	1	Date Opened	1/13/2017
Customer PO	123	Debit Memo #		Invoice #	
		Shop Order #	4372032		

Goolds Part Number

Description Text

Enter Dealers name if you have one and strike submit, enter NA if you do not have one and hit submit

Warranty Claims - Enter Dealer/Product INFO for Claim: 233349 Enter Dealer Info for 10GS50 - 5HP WET END 42STG 4"SUB

Claim # 233349	RMA # 121978	Claim Type SIF
Bill To 20171	Ship To 1	Date Opened 1/13/2017
Customer PO 123	Debit Memo #	Invoice #
	Shop Order # 4372032	

A dealer must be entered for the product:

Please Select a dealer:

If dealer is not found in the above drop-down list:

Then please enter the dealer name below:

not applicable

The next screen is the submit button or Add on another part.

You can also change header information or delete the entire claim.

Warranty Claims - Claim Detail For D&S PUMP&SUPPLY/BREWSTER - BREWSTER NY SAL: 110-881 SHIPTO: 20171-1

Claim No. 233349	RMA NO. W121978	Claim Type SIF
Cost PO 123	DM #2	Goolds Invoice No.
Date Opened 1/13/2017	Date Received	Pallet Number
Added By: JLBouffreau	Shop Order 4372032	

Product	Qty	Prosrance # Dealer	Serial # Motor Serial	Date Code Motor Code	Install Date	Failure Reason	Fail Date
10GS50 Historical Prices 5HP WET END 42STG 4"SUB	1	NOT APPLICABLE	A160153461 NA	1/2016 NA	1/2016	CASTING LEAK	1/2016

Warning: DATE_CODE not entered

[Click here for Inbound Routing Guide \(Shipping Instructions\)](#)

Final submission or cancellation is the last step.

TUTORIAL FOR CLAIM ENTRY ONLINE

Warranty Claims - Submit Claim to Goulds

Verify Submission of Claim to Goulds

Claim No. 233349
 Cost PO 123
 Date Opened 1/13/2017
 Added By: Jill.Boudreau

RMA NO.
 DM #2
 Date Received
 Shop Order 4372032

Claim Type SIF
 Goulds Invoice No.
 Pallet Number

Are you Sure? =><:

Additional screens will be shown for ALY claims that are required.
 Clearance screen below, click " I comply" once you have read the cleaning instructions.

Warranty Claims

Xylem Inc. - Goulds Water Technology RETURNED GOODS CLEARANCE CERTIFICATION

This is to certify that:

The equipment and/or accessories, which are being returned to Goulds Water Technology for repair, credit or evaluation, must comply with the following statements:

1. The Pump/Accessory has been thoroughly cleaned (both inside and out) before being shipped.
2. The Pump/Accessory has not been used to pump hazardous materials.
3. If the pump has been used to pump hazardous materials, an MSDS form must be included.

Goulds Water Technology reserves the right, upon examination of the Equipment, to sample, analyze, at the customers expense, any fluid or residue contained therein. The fluids and residue will be disposed of properly by Goulds Water Technology at the customer's expense.

By checking the "I Comply" box below, I certify that I have read and understand the information above and that the shipment conforms to all legal requirements.

I Comply

Applications Information and diagnostic details

You may also print a return label from the last screen of the ALY and RMO screen

Warranty Claims - Enter ALY (Analysis) INFO for Claim: 233360 Product: 1GD51G1AA - 2HP 1/60/230 5.62" 15.5MA

Dealer NA
 Install Date Jan 2016
 Fail Date Jan 2016

Installation Location (City, Region)

Input Voltage

Motor Amperage

Motor / Pump RPM

Motor Protection Device(s)

Section Pressure

(OR) Section Lift

Discharge Pressure (FD)

Duty Point (Flow - GPM)

Duty Point (TDH - FD)

Description of Service

Fluid

Specific Gravity

ph of Fluid

Suspended Solids?

Abrasives?

Constant Speed or Variable Speed?

Installed per IOM instructions?

Description of Failure

NOTES

Xylem |'zīləm|

- 1) The tissue in plants that brings water upward from the roots;
- 2) a leading global water technology company.

We're a global team unified in a common purpose: creating advanced technology solutions to the world's water challenges. Developing new technologies that will improve the way water is used, conserved, and re-used in the future is central to our work. Our products and services move, treat, analyze, monitor and return water to the environment, in public utility, industrial, residential and commercial building services, and agricultural settings. With its October 2016 acquisition of Sensus, Xylem added smart metering, network technologies and advanced data analytics for water, gas and electric utilities to its portfolio of solutions. In more than 150 countries, we have strong, long-standing relationships with customers who know us for our powerful combination of leading product brands and applications expertise with a strong focus on developing comprehensive, sustainable solutions.

For more information on how Xylem can help you, go to www.xylem.com



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Suite A, Seneca Falls, NY 13148
Phone: (866) 325-4210
Fax: (888) 322-5877
www.gouldswatertechnology.com

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