

Warranty

02 November 2016

- The Company warrants the goods supplied to be free from defects in material and workmanship for a period from delivery as specified. During the warranty period, the Company will at its option either repair or replace products which prove to be defective.
- For warranty service or repair, the product must be returned to the Company except where the nature of the installation of the goods precludes transportation of such goods. Outside the Company's service area, warranty service will be performed at the Customer's facility only upon the Company's prior agreement and the Customer shall pay the Company's travel expenses. For the products returned to the Company for warranty service, the Customer shall prepay shipping charges to the Company and the Company shall pay shipping charges to return the goods to the Applicant.
- The following goods are excluded from warranty; (i) goods which are not normally sold by the Company and which are procured at the request of the Customer(ii) goods which are not covered under the warranty of the supplier of the Company; (iii) If any fault has been caused by the misuse or abnormal conditions of operation, the warranty will not apply and normal service charges will prevail; (iv) In the event of any service being carried out during the warranty period by persons other than representatives of the Company, without the Company's prior written consent, the warranty will not apply.
- Where the warranty does not apply for reasons contemplated in the above, normal service charges will apply and the Company will provide an estimate before the commencement of work.

Warranty Period

PBU	Maximum Warranty Period (Months)
Big Circulators	12
Small Circulators	12
Small OEM	12
Multistage & Domestic	12
Submersible	12
Pumps	12
Systems	12

- All above warranty periods are valid from date of invoice
- For any product to be issued for warranty all products installed must comply with the WILLO standard operating and maintenance manual

If you have any questions, please do not hesitate to contact me

Thank you,



Alex Andjelkovic
Product Manager