



## **LIMITED WARRANTY FOR WILO TR MIXERS AND RZP RECIRCULATION PUMPS AND CERTAIN ANCILLARY EQUIPMENT**

**EXCEPT AS EXPRESSLY PROVIDED HEREIN, WILO USA LLC MAKES NO REPRESENTATION OR WARRANTY OF ANY KIND, EXPRESSED OR IMPLIED, WITH RESPECT TO ANY PRODUCTS, PARTS OR SERVICES PROVIDED BY WILO USA LLC INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, APPLICATION OR USE.**

### **LENGTH AND SCOPE OF WARRANTY**

WILO USA LLC offers the below limited warranty against defects in materials and workmanship as set forth below for WILO TR mixers and RZP Recirculation Pumps used in permanent installations in accordance with and subject to all requirements of WILO installation and operation instructions, when such installations are operated under normal conditions pumping and mixing either municipal or industrial, as applicable, wastewater. Normal conditions specifically include a maximum of 15 product starts per hour on constant speed installations or unlimited product starts per hour on variable speed installations. Products that handle abrasive and/or corrosive liquids are not covered by this warranty unless specifically agreed to, and approved in writing by WILO USA LLC. WILO TR mixers and RZP recirculation pumps are warranted only for the original application and specific hydraulic conditions.

Motors, electrical control boxes and all other items other than WILO TR mixers and RZP pumps furnished by WILO USA LLC are covered by a Limited Warranty for a period of one (1) year from date of original shipment, subject to all of the conditions, limitations, and requirements stated herein. Any stated warranty period is not limited by the number of hours of operation of the product.

The warranty period starts at either commissioning or six (6) months after shipment, whichever comes first. Commissioning is defined to be the day that the unit is put into service and start up is completed.

### **OBLIGATIONS OF WILO**

WILO USA LLC's sole obligation shall be to either repair, modify or replace, at its sole discretion, (a) a defective municipal use Gear-Driven TR mixer (models TR-50 through TR-326 only) which is received by WILO within four (4) years, a defective municipal use Direct-Drive TR mixer or RZP recirculation pump which is received by WILO within two (2) years, or a defective industrial use TR mixer or RZP recirculation pump which is received by WILO within eighteen (18) months after the start of the warranty period and that (b) has been inspected by WILO to confirm the existence of a defect.

Municipal use Gear-Driven TR mixers (models TR-50 through TR-326 only) received within four (4) years of the start of the warranty period, Municipal use Direct-Drive TR mixers and RZP recirculation pumps received within two (2) years of the start of the warranty period, and Industrial use TR mixers and RZP recirculation pumps received within one (1) year of the start of the warranty period shall be repaired at no charge. Industrial use TR mixers and RZP recirculation pumps received in months thirteen through eighteen (13-18), of the warranty period shall be repaired at a cost of fifty percent (50%) of the then-current WILO listed sale price for parts and listed price for labor.

TR mixers and RZP recirculation pumps shipped to WILO for warranty service must be shipped prepaid to WILO or a WILO Authorized Service Provider, as directed by WILO. Repaired pumps shall be returned to the purchaser freight collect. Electrical Schematics and start-up reports satisfactory to WILO USA, LLC are required from purchaser prior to consideration of any claim under this Limited Warranty.

Commissioning and initial start-up of WILO TR mixers and RZP recirculation pumps shall be performed by WILO or a WILO Authorized Service Provider, and a written start-up report shall be generated by WILO. A copy of the start-up report shall be made available to the purchaser. Operation of a WILO TR mixer or RZP recirculation pump without an approved start-up shall make any warranty from WILO null and void without written permission from an officer of the company of WILO.

### **OBLIGATIONS OF PURCHASER**

The purchaser is responsible for all freight and rigging charges for removing products from service and delivery of the products to and from WILO's authorized repair facility. The purchaser is responsible for all repair costs that are deemed to be outside of the scope of WILO's warranty. The purchaser should inspect all shipments/deliveries upon receipt. Damaged products should not be accepted, or signed for as "damaged" on the original bill of lading. WILO must be notified immediately of any shipments which were damaged. Upon receipt of delivery from WILO you have a period of 48hrs to declare any missing material listed on the BOL but not received. After this period WILO USA cannot be responsible for claims of missing items after this time.

All claims under this warranty must be filed through the on line claims system at [www.wilo-usa.com/wilo-usa-llc-home/service-support/service-warranty](http://www.wilo-usa.com/wilo-usa-llc-home/service-support/service-warranty). Additional shipping fees may be applied.

The purchaser shall connect all WILO provided product protection sensors to the control system. Product protection sensors control circuitry must be operational at start-up, and at all times. These include as minimum requirement the seal chamber moisture detection and motor winding temperature sensors. WILO requires any application using variable frequency drives to use load side filters where power cable lengths are in excess of 50 feet

### **EXCLUSIONS AND EXCEPTIONS**

This Limited Warranty excludes damage or wear to products caused by misapplication of product, improper maintenance, accident, abuse, unauthorized alteration or repair, Acts of God, or installation or operation that is non-compliant with WILO installation and operation instructions. This Limited Warranty excludes normal wear and tear of propellers and other consumable parts and does not cover any failure caused by lightning, single-phasing, incorrect voltage, other defects or interruptions in the power supply or by splicing the electrical cable between the control panel and the product.

This Limited Warranty shall only apply to the type of WILO product described above, and shall not apply to any WILO product, electrical control equipment, or other items furnished which have been repaired by anyone other than WILO or a WILO Authorized Service Provider.