

Warranty Policy & Procedure – Pumps

Orion Distributors (NZ) Ltd (hereafter referred to as Orion), warrants that its products are free from defects in material and workmanship at the time of shipment. The warranty period extended by the manufacturer begins from the date of invoice to the end user.

Manufacturer's warranty periods are –

a) PRESSURE PUMPS		2 years
b) IMMERSIBLE PRESSURE PUMPS		2 years
c) PRESSURE WAVE PRESSURE TANKS		5 years
d) PRESS CONTROL UNITS		1 year
e) SUBMERSIBLE PUMPS		1 year
f) TECMA BROYSPLIT	(Sanitary Pump Stations)	3 years
g) BLUE BOX	(Sanitary Pump Stations)	2 years
h) PRESSURE BOOSTER PUMPS		1 year
i) CIRCULATING PUMPS	(Hot Water Circulators)	1 year

The supplier will make good, by repair or at its option replacement, defects that appear during the warranty period, provided that –

1. The pump/equipment was correctly installed and in accordance with the suppliers instructions and accepted codes of practice.
2. The claim for goods under warranty arises solely from faulty materials or workmanship.
3. The purchaser arranges for the pumps/equipment to be returned to Orion, OR if authorised by Orion, an Orion Service Agent to carry out the repair (refer to PUMP REPAIR/REPLACEMENT PROCEDURE).

The warranty does not cover the following –

- a) Except as otherwise may be provided by law, the supplier shall not be liable for any injury, damage, or loss, including consequential damage or loss resulting from the use of its products, or resulting from defects therein.
- b) Damage caused by abnormal operating conditions, war, violence, storm, cataclysm, or any force majeure.
- c) Damage caused by or to the equipment being used for an application for which it is not designed, manufactured or recommended.
- d) Damage caused by unreliable power supply causing high/low voltage fluctuations and frequent power outages, generally resulting in capacitor failure.
- e) Damage caused by sand or abrasive materials, corrosion due to saline water, hazardous liquid, electrolytic action, liquid temperature beyond the recommended range, cavitation, improper supply voltage, or insufficient liquid to enable the pump to perform to specification.
- f) Costs incurred by tradesmen or others, to investigate cause of failure of the pump/equipment, taking up and reinstallation and any other associated costs, unless prior approval has been given by Orion.

(This warranty does not exclude any condition or warranty implied by the Consumer Guarantees Act 1993, Fair Trading Act 1986 and the Commerce Act 1986 and is in addition to the right that the original purchaser or subsequent purchaser may have at law.)

Pump Return/Repair & Warranty Procedure

(refer also to our warranty terms and conditions)

- 1) In the first instance the end user should contact the company or enterprise that originally supplied the pump, (e.g. Merchant or plumber).
If it is a plumber, he should contact the Merchant from where it was originally purchased.
- 2) The Merchant needs to first ascertain if the problem is potentially a warranty claim and then obtain from the plumber/ end user
 - a) the invoice number and date of purchase of the pump
 - b) a detailed description of the fault e.g. motor running on, pump won't switch off, leaking from front cover, motor humming.
- 3) The Merchant then needs to obtain from Orion a Return/Repair Authorisation form (RA).
DO NOT RETURN OR ATTEMPT TO REPAIR THE PUMP WITHOUT FIRST RECEIVING AN ORION RETURN/REPAIR AUTHORISATION.
The form should be completed, including as much relevant information about the fault and the installation as possible, including the name and phone number of the installer. The form must be attached to the pump and returned to Orion, together with a copy of their invoice to the plumber and a copy of Orion's invoice to them. Pumps being returned which have been used for other than clean water, must first be thoroughly cleaned and disinfected, taking care where the pumps are not waterproof e.g. Broysplit, not to saturate electrical components.
- 4) Once the pump and RA have been received by Orion and the warranty status of the pump has been ascertained, Orion will attempt to identify the nature and cause of the problem and if necessary contact the installer for further details on the installation.
- 5) If Orion determines that the fault/problem is covered under warranty they may at their discretion, elect to either repair or replace the pump. In this situation, Orion is prepared to compensate the installer for reasonable costs involved in the reinstatement of the pump and will issue an order number. The RA number does not constitute an authority to charge Orion for any work to be done and no payment will be made without an Orion order number.
- 6) If Orion determines that the cause of the fault/problem is not covered under warranty, Orion will advise the Merchant of the cost to repair or replace the pump and request an order number from the Merchant to invoice them accordingly, including associated costs such as freight.
- 7) If the end user or plumber requests the use of a loan pump while theirs is being assessed/repaired/replaced, Orion will require an order number from the merchant to raise an invoice, which will be credited in full upon return if the original pump has failed under warranty. Where the pump failure is not covered under warranty, the amount will be credited less a daily charge for the use of the pump.
- 8) Although the policy is RETURN TO BASE, Orion may at their discretion use an authorised Service Agent to inspect, assess, repair or replace the pump. Alternatively, Orion may give instructions to allow the plumber concerned to effect the repair on site.