
FREQUENTLY ASKED QUESTIONS ABOUT THE Turbine Pump, Motor and Drive Bundle EXTENDED WARRANTY

WHAT PRODUCT DOES THE 2-YEAR WARRANTY COVER?

The warranty covers the combination of a Goulds Water Technology submersible motor and submersible pump.

Motor: Goulds Water Technology 6"

Pump: GWT Submersible Turbine Pump

WHAT PRODUCT DOES THE 3-YEAR WARRANTY COVER?

The warranty covers any combination of a Goulds Water Technology motor, submersible or lineshaft pump, and controller.

Motor: Goulds Water Technology 6" submersible motors, or Nidec or GE (VHS or VSS) inverter duty motors up to 450 HP.

Pump: GWT Submersible Turbine Pumps and Lineshaft Turbine Pumps up to 450 HP.

Controls: Aquavar SPD, Aquavar CPC, Aquavar IPC, and Aquastart up to 450 HP.

WHAT DOES THE WARRANTY COVER?

Goulds Water Technology Extended Warranty covers manufacturing defects only; labor is not covered. Other system components or consequential damages are not covered. Misuse and labor are not covered.

HOW DO I GET ACCESS TO THIS EXTENDED WARRANTY?

Completion, submittal and acceptance of the Goulds Water Technology Extended Warranty Registration Form is required. Warranty registration form must be completed and submitted no later than two (2) weeks after installation date.

WHAT IS AN OPTIONAL PROTECTION PLAN, AND HOW MUCH IS IT WORTH?

A Protection Plan is a contract between the dealer/distributor who installs the product and the end-user; it is not underwritten by the manufacturer in any way. Dealer/distributors determine the value based on their contract with the end-user and the current regional market value of the product and services provided by the dealer/distributor in the Protection Plan.

DOES GOULDS WATER TECHNOLOGY PAY LABOR FOR FAILURES THAT OCCUR WITHIN THE WARRANTY PERIOD?

No. Goulds Water Technology's Standard and Extended Warranty cover product replacement only.

ARE OTHER SYSTEM COMPONENTS COVERED?

No. The Warranty covers replacing the Goulds Water Technology pumps, Goulds Water Technology, Nidec, or GE motors and Goulds Water Technology controls only.

WILL GOULDS WATER TECHNOLOGY HONOR WARRANTIES DIRECT TO THE END-USER?

No. The Warranty is to the dealer/distributor only. If used, the optional end-user's Protection Plan is a contract between the end-user and the dealer who installed the system and is not underwritten by the manufacturer.