

# UP Series circulators®

Installation and operating instructions



UP15 and UP26  
Stainless and Bronze



**WATER QUALITY**  
NSF / ANSI 61  
NSF / ANSI 372



# UP Series circulators®

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## English (US)

Installation and operating instructions . . . . .	4
<b>Limited consumer warranty . . . . .</b>	<b>10</b>
<b>Limited manufacturer's warranty . . . . .</b>	<b>13</b>

## Original installation and operating instructions

## Table of contents

<b>1. General information</b> . . . . .	<b>4</b>
1.1 Hazard statements . . . . .	4
1.2 Notes . . . . .	4
<b>2. Product description</b> . . . . .	<b>5</b>
2.1 Introduction . . . . .	5
2.2 Delivery and handling . . . . .	5
2.3 Pre-installation checklist . . . . .	5
<b>3. Installation</b> . . . . .	<b>7</b>
3.1 Position of the terminal box . . . . .	7
3.2 How to change the terminal box position . . . . .	7
3.3 Installation requirements . . . . .	7
<b>4. Electrical installation</b> . . . . .	<b>8</b>
4.1 For all 115 V and 230 V models . . . . .	8
<b>5. Startup</b> . . . . .	<b>9</b>
<b>6. Operation</b> . . . . .	<b>9</b>
<b>7. Troubleshooting</b> . . . . .	<b>9</b>
7.1 Failure to operate . . . . .	9
<b>8. Disposing of the product</b> . . . . .	<b>9</b>
<b>9. Document quality feedback</b> . . . . .	<b>9</b>

## SIGNAL WORD

## Description of the hazard

Consequence of ignoring the warning

- Action to avoid the hazard.



## 1.2 Notes

The symbols and notes below may appear in Grundfos installation and operating instructions, safety instructions and service instructions.



Observe these instructions for explosion-proof products.



A blue or gray circle with a white graphical symbol indicates that an action must be taken.



A red or gray circle with a diagonal bar, possibly with a black graphical symbol, indicates that an action must not be taken or must be stopped.



If these instructions are not observed, it may result in malfunction or damage to the equipment.



Tips and advice that make the work easier.

## 1. General information



Read this document before you install the product. Installation and operation must comply with local regulations and accepted codes of good practice.

## 1.1 Hazard statements

The symbols and hazard statements below may appear in Grundfos installation and operating instructions, safety instructions and service instructions.

**DANGER**

Indicates a hazardous situation which, if not avoided, will result in death or serious personal injury.

**WARNING**

Indicates a hazardous situation which, if not avoided, could result in death or serious personal injury.

**CAUTION**

Indicates a hazardous situation which, if not avoided, could result in minor or moderate personal injury.

The hazard statements are structured in the following way:

## 2. Product description

### 2.1 Introduction

Grundfos pumps are carefully inspected and tested before shipment. This pump provides long, efficient, trouble-free performance. To ensure maximum performance and reliability, follow the instructions in this manual.

When installing this pump, always follow basic safety precautions and any federal, state, and local requirements.

### 2.2 Delivery and handling

Examine the components carefully to make sure no damage has occurred to the pump during shipment. Take care to ensure the pump is not dropped or mishandled; dropping will damage the pump.

### 2.3 Pre-installation checklist

Before beginning installation, perform the following checks. They are all important for proper installation of the circulator pump.

#### 2.3.1 Applications

Model UP(S)15, 26, 43 and 50 series pumps are generally designed to circulate water from +32 °F to +230 °F (0 °C to +110 °C) up to a maximum pressure of 150 psi (10 bar). Some models have temperature limitations which are shown in Table A below. If required, a 50 % by volume solution of ethylene or propylene glycol and water can be used; however, a decrease in pump performance may result due to an increase in the viscosity of the solution. Check with manufacturer for information regarding suitability of pumping other liquids.

#### Closed systems

Model UP(S) 15, 26, 43 and 50 series pumps with cast iron pump housings are designed to pump water compatible with their cast iron construction. They are recommended for use in closed hydronic systems (i.e. airless, non-potable water).

#### Open systems

Model UP(S) 15, 26, 43 and 50 series pumps with stainless-steel or bronze pump housings are designed to pump water compatible with their construction and can be used in both open and closed systems.

#### 2.3.2 Maximum water temperature

The maximum allowable water temperature is determined by the ambient or surrounding air temperature as shown in Table A.

### 2.3.3 Inlet pressure requirements

The pressure required at the inlet of the pump is a function of the temperature of the water as shown in Table B.

In a pressurized system, the required inlet pressure is the minimum allowable system pressure.

In a system open to the atmosphere, the required inlet pressure is the minimum distance the pump must be located below the lowest possible water level of the water source (for example, tank or pool).

**Table A: Maximum water temperature**

Ambient temperature	104 °F (40 °C)	120 °F (48 °C)	140 °F (60 °C)	160 °F (71 °C)	175 °F (79 °C)
Water temperature	230 °F	220 °F	210 °F	190 °F	175 °F
All UP *	(110 °C)	(104 °C)	(98 °C)	(87 °C)	(79 °C)
* Exceptions below:					
UPS 15-35	165 °F (73 °C)	140 °F (60 °C)	-	-	-
UPS 15-55 SUC	205 °F (96 °C)	-	-	-	-
UP 15-100 F	205 °F (96 °C)	195 °F (90 °C)	185 °F (85 °C)	175 °F (79 °C)	-
UP 26-120 U	205 °F (96 °C)	195 °F (90 °C)	185 °F (85 °C)	175 °F (79 °C)	-
UP 26-116	150 °F (65 °C)	140 °F (60 °C)	-	-	-
UP 15-29 SU	205 °F (96 °C)	-	-	-	-
UP 15-55 SUC	205 °F (96 °C)	-	-	-	-

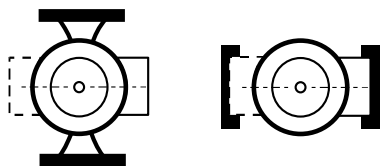
**Table B: Minimum required inlet pressure**

Water temperature	230 °F (110 °C)	190 °F (88 °C)	140 °F (60 °C)
Inlet pressure in feet (m)	36 ft (1.10 m)	9 ft (2.8 m)	3 ft (0.9 m)
Inlet pressure in psi (bar)	15.6 psi (1.07 bar)	4.0 psi (0.27 bar)	1.3 psi (0.08 bar)

## 3. Installation

### 3.1 Position of the terminal box

Proper installation of the pump has the terminal box located to one side of the pump or the other, with the conduit entry down.



TM055563

*Recommended terminal box orientation*

### 3.2 How to change the terminal box position

#### WARNING

##### Electric shock

Death or serious personal injury



- If the terminal box position needs to be changed, ensure that the power supply is turned off and close the isolating valves before removing the hex socket head screws.

How to change terminal box position:

1. Remove the four (4) hex socket head screws (4 or 5 mm wrench) while supporting the stator (motor).
2. Carefully separate the stator from the pump housing, and rotate it to the correct terminal box orientation.
3. Replace the hex socket head screws, and tighten diagonally and evenly (7 ft.-lb.torque).
4. Check that the impeller turns freely. If the impeller does not turn easily, repeat the disassembly/reassembly process.

### 3.2.1 Pump mounting: for indoor use

When making pipe connections, follow the pipe manufacturer's recommendations and all code requirements for pipe material.

Arrows on the side or bottom of the pump housing indicate direction of flow through the pump. Grundfos circulator pumps can be installed in both vertical and horizontal lines. The pump must be installed with the motor shaft positioned horizontally.

Under no circumstances should the pump be installed with the shaft vertical or where the shaft falls below the horizontal plane.



TM055564

Acceptable

Not acceptable

*Acceptable pump mounting positions*

We recommend installing the isolating valves on each side of the pump. If possible, do not install elbows, branch tees, and similar fittings just before or after the pump. Provide support to the pump or adjacent plumbing to reduce thermal and mechanical stress on the pump.

### 3.3 Installation requirements

1. Thoroughly clean and flush the system before installing the pump.
2. Do not install the pump at the lowest point of the system where dirt and sediment naturally collect.
3. Install a vent at the high point(s) of the system to remove accumulated air.
4. Ensure that water does not enter the terminal box during the installation process.
5. Open system: Install the pump in the supply line; the suction side of the pump should be flooded with water. Ensure that the static head requirement from Table B is achieved.
6. Closed system: Install a safety relief valve to protect against temperature and pressure buildup.
7. If the water contains suspended particles, we recommend that a strainer and/or filter be installed and cleaned regularly.



Do not start the pump until the system has been filled.

#### 3.3.1 Check valve removal

1. Use needle-nose pliers to remove check valve from pump housing.

2. Check to make sure no part of the valve remains in the pump housing.
3. Apply the enclosed round "Check Valve Removed" label over the check mark symbol located on the nameplate of the pump.

#### 4. Electrical installation

### WARNING

#### Electric shock

Death or serious personal injury

- Switch off the power supply before you start any work on the product. Make sure that the power supply cannot be switched on accidentally.



### WARNING

#### Electric shock

Death or serious personal injury

- All electrical work should be performed by a qualified electrician in accordance with the latest edition of the National Electrical Code and local codes or regulations.



### WARNING

#### Electric shock

Death or serious personal injury

- The safe operation of this pump requires that it be grounded in accordance with the National Electrical Code and local codes or regulations.



The ground conductor should be a copper conductor of at least the size of the circuit conductor supplying power to the pump. Minimum ground conductor size is 14 AWG. Connect the ground conductor to the grounding point in the terminal box and then to an acceptable ground.



Do not ground to a gas supply line.

For wiring of all 115 and 230 V single-speed pumps, some pump models may come with two access wiring ports (cable entries) to the terminal box. To ensure safe operation of your installation, the enclosed terminal box cap (blanking) plug must be inserted into the unused wiring access port (cable entry).



The proper operating voltage and other electrical information can be found on the nameplate attached to the top of the motor.

Depending on pump model, the motor has either built-in, automatic, resetting of thermal protection or is impedance protected and in either case does not require additional external protection. The temperature of the windings will never exceed allowable limits, even if the rotor is locked.

Wire sizes must be based on the ampacity (current-carrying properties of a conductor) as required by the latest edition of the National Electrical Code or local regulations.

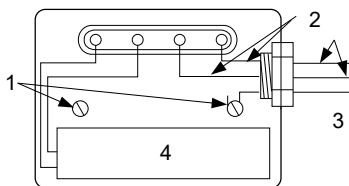
Both the power and grounding wires must be suitable for at least 194 °F (90 °C).

The terminal box of the pump is intended for connection to flexible conduit only, and not for rigid conduit.

#### 4.1 For all 115 V and 230 V models

##### 4.1.1 Single-speed pump wiring

1. Connect the white/white electrical leads from the circulator pump to the incoming power leads with wire nuts or other approved connectors.
2. Attach incoming grounding wire to either of the green grounding screws.



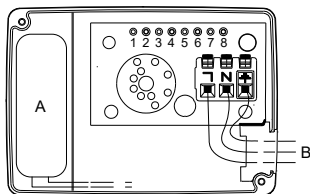
Wiring diagram for all 115 V and 230 V single-speed pumps

Pos.	Description
1	Green grounding screws
2	White line leads
3	Ground
4	Capacitor

##### 4.1.2 Multi-speed pump wiring

1. Insert black conductor into terminal "L" position.
2. Insert white conductor into terminal "N" position.
3. Insert grounding conductor into terminal ground terminal.





Wiring diagram for all 115 V and 230 V single-speed pumps

Pos.	Description
A	Capacitor
B	Green ground Neutral Line

UP(S) 15 capacitor wire position 4 & 8;  
UP(S) 26/43/50 capacitor wire position 2 & 4.

## 5. Startup



Do not use the pump to vent the system.



Do not start the pump before filling the system.



Never let the pump run dry.

## 6. Operation

Grundfos domestic circulator pumps, installed properly and sized for correct performance, operate quietly and efficiently and provide years of service.



Under no circumstances should the pump be operated without water circulation or without the minimum required inlet pressure for prolonged periods of time.

This could result in motor and pump damage.

UPS model pumps are multispeed, and the speed can be changed via a speed selector switch located on the front of the terminal box.

UP models are single-speed.

## 7. Troubleshooting

### 7.1 Failure to operate

When UP and UPS 15, 26, 43, and 50 pumps are first started, the shaft may rotate slowly until water has fully penetrated the bearings.

If the pump does not run, the shaft can be rotated manually. To accomplish this follow the below instructions:

- Switch off the power supply, and close the isolating valves on each side of the pump.
- Remove the indicator plug in the middle of the nameplate.
- Insert a small flat-blade screwdriver into the end of the shaft, and gently turn until the shaft moves freely.
- Replace and tighten the plug. Open the isolating valves and wait 2 to 3 minutes for the system pressure to equalize before starting the pump.



After a long shutdown period, multi-speed pumps must be started on speed 3 and then adjusted to the regular setting.

The UPS 15-42 has an automatic function to assist in restarting.

## 8. Disposing of the product

This product or parts of it must be disposed of in an environmentally sound way.

1. Use the public or private waste collection service.
2. If this is not possible, contact the nearest Grundfos company or service workshop.

See also end-of-life information at [www.grundfos.com/product-recycling](http://www.grundfos.com/product-recycling).

## 9. Document quality feedback

To provide feedback about this document, scan the QR code using your phone's camera or a QR code app.



[Click here to submit your feedback](#)

## Limited consumer warranty

### 1. Limited consumer warranty

This Limited Warranty is provided for Consumer Products sold in the United States only and applies to Consumer Transactions as defined in and applicable under the Magnusson-Moss Warranty Act and any other applicable Federal and/or State laws. In case of non-Consumer Products, please refer to Grundfos' warranty terms defined in clause 10 of Grundfos US Terms and Conditions of Sale of Product and Services available at <https://www.grundfos.com/legal/grundfos-customer-terms/usa-grundfos-general-terms-for-sales-of-products-and-services>

**This Limited Warranty gives you specific legal rights, and you may also have other rights which vary from State to State.**

New products manufactured by Grundfos are warranted to the original purchaser only and are to be free from defects in design, material and workmanship under normal use and service for no greater than a period of thirty (30) months from the date of manufacture which is set forth on the product's nameplate and on the product's packaging or the minimum period required by the applicable State law. For New Jersey, the applicable period is one year from the date of purchase.

The warranty period for replacement products, parts and components expires thirty (30) months from the original date of manufacture of the product originally purchased, unless a longer period is required under the applicable State law. For New Jersey, the warranty period for replacement products, parts and components expires one year from the original date of purchase of the product, not the date of replacement.

Products sold by Grundfos that are manufactured by others are not covered by this warranty.

**Note that when purchasing a Grundfos product online, it is important to check the date of manufacture and the duration of the warranty with the seller as the product might no longer be covered under this Limited Warranty.**

**When a product is subject to this Limited Warranty a purchaser should contact the seller from which it purchased the product to make a claim.**

If the seller of a product is no longer in business, the purchaser should contact a Grundfos Authorized Service Partner, which can be found at [www.grundfos.com/us](http://www.grundfos.com/us) under > Support > Contact Service.

As part of making a claim, a purchaser shall return a defective product at the purchaser's cost, to the extent allowed by applicable law, along with proof of purchase and an explanation

of the defect, date the defect occurred and circumstances surrounding the defect. For New Jersey there is no prohibition on returning a defective product at a purchaser's cost. If Grundfos is required by applicable State law to pay for the cost of shipment under applicable State law, then a purchaser should contact a Grundfos Authorized Service Partner to arrange for shipment. A purchaser also needs to promptly respond to Grundfos as to any inquiries regarding a warranty claim.

**Grundfos' liability under this Limited Warranty to purchaser is limited to the repair or replacement of a product (at Grundfos' decision) that is the sole and exclusive remedy for purchaser to the extent permissible by applicable law.** For New Jersey this limitation is permissible.

This warranty does not cover the following: ordinary wear and tear; use of a product for applications for which it is not intended; use of a product in an unsuitable environment; modifications, alterations or repair undertaken by anyone not acting with Grundfos' written authorization; failure to follow Grundfos' instructions, operations manuals, any other guidelines or good industry practice; use of faulty or inadequate ancillary equipment in combination with a product; application of spare or replacement parts not provided or authorized by Grundfos; accidental or intentional damage or misuse of a product.

The time period for making a claim under the implied warranty of merchantability and implied warranty of fitness are limited to the same time period as provided by this warranty to the extent permissible by applicable law. For residents of New Jersey, this limitation is permissible, but note that some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

**Grundfos shall not be liable for any incidental and consequential damages in connection with a product to the extent permissible by applicable law.** For residents of New Jersey, this limitation is permissible, but note that some states do not allow limitations of incidental or consequential damages, so the above limitation may not apply to you.

## 2. Garantía limitada del consumidor

Esta garantía limitada se proporciona únicamente para los productos de consumo vendidos en los Estados Unidos y es aplicable a las transacciones de consumo tal y como se define en y resulta aplicable en virtud de la ley de Garantías Magnusson-Moss y cualquier otra legislación federal y/o estatal aplicable. Para el caso de productos que no sean de consumo, consulte los términos de la garantía de Grundfos definidos en la cláusula 10 de los términos y condiciones de venta de productos y servicios de Grundfos para los EE. UU., disponibles en <https://www.grundfos.com/legal/grundfos-customer-terms/usa-grundfos-general-terms-for-sales-of-products-and-services>.

**Esta garantía limitada le confiere derechos legales específicos. Puede que también tenga otros derechos en virtud de su jurisdicción estatal.**

Se garantiza únicamente al comprador original que los productos fabricados por Grundfos estarán libres de defectos de diseño, materiales y mano de obra en condiciones normales de uso y servicio durante un periodo no mayor a treinta (30) meses a partir de la fecha de fabricación que figura en la placa de datos del producto y en el empaque del mismo o el periodo mínimo exigido por la legislación estatal aplicable. Para Nueva Jersey, el periodo aplicable es de un año a partir de la fecha de compra.

El periodo de garantía para los productos, partes y componentes de repuesto vence a los treinta (30) meses contados a partir de la fecha de fabricación original del producto adquirido en primer lugar, a menos que la legislación estatal aplicable exija un periodo más largo. Para Nueva Jersey, el periodo de garantía de los productos, partes y componentes de repuesto vence un año contado a partir de la fecha original de compra del producto, no de la fecha de sustitución.

Los productos vendidos por Grundfos que sean producidos por otros fabricantes no están cubiertos por esta garantía.

**Tenga en cuenta que, al comprar un producto Grundfos en línea, es importante revisar la fecha de fabricación y la duración de la garantía con el vendedor, ya que es posible que el producto ya no esté cubierto por esta garantía limitada.**

**Cuando un producto esté sujeto a una garantía limitada, el comprador deberá ponerse en contacto con el vendedor al que haya comprado el producto para presentar una reclamación.**

Si el vendedor de un producto ya no está en el negocio, el comprador debe ponerse en contacto con socio de servicio autorizado por Grundfos, que puede encontrar en la dirección [www.grundfos.com/us](http://www.grundfos.com/us), en la sección "Support" > "Contact Service".

Como parte de la presentación de una reclamación, el comprador deberá devolver el producto descompuesto a su costa, en la medida en la que lo permita la legislación aplicable, junto con el comprobante de compra y una explicación del defecto, la fecha en que este se haya producido y las circunstancias en torno al defecto. En Nueva Jersey no existe ninguna prohibición de devolver un producto descompuesto a costa del comprador. Si la legislación estatal aplicable obliga a Grundfos a hacerse cargo de los gastos de envío, el comprador deberá ponerse en contacto con un servicio técnico autorizado por Grundfos para organizar el envío. El comprador también debe responder con prontitud a Grundfos cualquier consulta relacionada con una reclamación de garantía.

**La responsabilidad de Grundfos hacia el comprador en virtud de esta garantía limitada se limita a la reparación o sustitución de un producto (a decisión de Grundfos), que es el único y exclusivo remedio para el comprador en la medida permitida por la legislación aplicable.** Para Nueva Jersey, esta limitación resulta permisible.

Esta garantía no cubre lo siguiente: el desgaste ordinario; el uso de un producto para aplicaciones para las que no está diseñado; el uso de un producto en un entorno inadecuado; las modificaciones, alteraciones o reparaciones realizadas por cualquier persona que no actúe con la autorización por escrito de Grundfos; el incumplimiento de las instrucciones, manuales de operación, cualquier otro lineamiento o las buenas prácticas industriales de Grundfos; el uso de equipos auxiliares descompuestos o inadecuados en combinación con un producto; el uso de repuestos o partes de sustitución no proporcionados ni autorizados por Grundfos; el daño accidental o deliberado o el uso indebido de un producto.

El periodo para presentar una reclamación en virtud de la garantía implícita de comerciabilidad y la garantía implícita de idoneidad se limita al mismo periodo previsto por esta garantía en la medida permitida por la legislación aplicable. Para los residentes de Nueva Jersey, esta limitación resulta permisible, si bien se debe tener en cuenta que algunos estados no permiten limitaciones en cuanto a la duración de una garantía implícita, por lo que la limitación anterior puede no resultar aplicable en su caso.

**Grundfos no será responsable de ningún daño indirecto o consecuente en relación con un producto en la medida en la que lo permita la legislación aplicable.** Para los residentes de Nueva Jersey, esta limitación resulta permisible, si bien se debe tener en cuenta que algunos estados no permiten limitaciones en cuanto a

daños indirectos o consecuentes, por lo que la limitación anterior puede no resultar aplicable en su caso.

## Limited manufacturer's warranty

### 1. Limited manufacturer's warranty

This Limited Manufacturer's Warranty outlines applicable coverage and claims procedures for the pumps manufactured by Grundfos (the "Product").

This Limited Manufacturer's Warranty is provided for consumer products sold and used in Canada only and applies to consumer transactions as defined in the applicable provincial and territorial laws.

In case of non-consumer products, please refer to Grundfos' warranty terms defined in clause 10 of Grundfos Canada Terms and Conditions of Sale of Product and Services available at: <https://www.grundfos.com/ca/legal/general-terms-and-conditions-of-sales-and-delivery>

This Limited Manufacturer's Warranty provides specific rights and limitations. Some of the limitations may not apply to you, and you may also have other rights that vary from province to province.

#### Scope of the Limited Manufacturer's Warranty

Subject to the following warranty terms and conditions, Grundfos Canada Inc. of 2941 Brighton Rd, Oakville, ON L6H 6C9, Canada ("Grundfos"), warrants to the original consumer (the "Purchaser") that the new Product manufactured by Grundfos is free from defects in design, material and workmanship under normal use and service for a period of twenty-four (24) months from the date of retail purchase but no greater than a period of thirty (30) months from the date of manufacture which is set forth on the Product's nameplate and on the Product's packaging (the "Warranty Period").

**Note that when purchasing a Grundfos Product online, it is important to check the date of manufacture and the duration of the warranty with the seller as the Product might no longer be covered under this Limited Manufacturer's Warranty.**

This Limited Manufacturer's Warranty applies exclusively to a new Grundfos Product sold and used in Canada. This Limited Manufacturer's Warranty does not apply to any Product sold "as is" or "sales final". This Limited Manufacturer's Warranty is not transferrable by the original Purchaser. Products sold by Grundfos that are manufactured by others are not covered by this warranty.

The sole and exclusive remedy under this Limited Manufacturer's Warranty is the repair or, at the discretion of Grundfos, the replacement of the Product, as set out below. Defects or damages are not covered by the Limited Manufacturer's Warranty if they are due to:

- ordinary wear and tear;
- use of the Product for an application for which it is not intended;
- installation of the Product in an environment not suitable for the Product;
- any modification, alteration or repair of the Product undertaken by the Purchaser or a third party (not acting on Grundfos' behalf);
- failure to follow Grundfos' instructions, including in the installation manual, operation manual, maintenance manual or service manual;
- installation, commissioning, operation (including the use of the Product or any Grundfos product outside its specifications) or maintenance of the Product other than in accordance with Grundfos installation manual, operation manual, maintenance manual or service manual or with good industry practice;
- use of faulty or inadequate ancillary equipment in combination with the Product;
- the application of spare parts of poor quality (excluding the application of any Grundfos original spare parts);
- accidental or intentional damage or misuse of the Products or services by the Purchaser or a third party (not acting on Grundfos' behalf); or
- the non-compliance of the Purchaser or of the Purchaser's own products with applicable law and regulation.

#### How to get service under the Limited Manufacturer's Warranty:

When a Product is subject to this Limited Manufacturer's Warranty, the Purchaser should contact the seller from which it purchased the Product to make a claim within 24 months from the date of retail purchase but no later than thirty (30) months from the date of manufacture which is set forth on the Product's nameplate and on the Product's packaging (the "Warranty Notification Period").

If the seller of a Product is no longer in business, the Purchaser should contact Grundfos Service at [www.grundfos.com/us](http://www.grundfos.com/us) under **Support > Contact Service**.

To exercise the rights under this Limited Manufacturer's Warranty, the Purchaser shall return a defective Product at the Purchaser's cost, to the extent allowed by applicable law, along with proof of purchase and an explanation of the defect, date the defect occurred and circumstances surrounding the defect.

The Purchaser is responsible for any expenses for dismounting and mounting the Product and for any and costs related to removal, reinstallation, transportation, and insurance. If Grundfos is required by applicable provincial or territorial law to pay for the cost of transportation, then the Purchaser should contact Grundfos Service Partner to arrange for shipment. The Purchaser also needs to promptly respond to Grundfos as to any inquiries regarding a warranty claim.

Unless requested by Grundfos, the Product may not be disassembled prior to remedy. Any failure to comply herewith will render this Limited Manufacturer's Warranty void.

Grundfos will either arrange the repair of the defective Product under this Limited Manufacturer's Warranty or, at Grundfos' option, provide the Purchaser with a replacement of the defective Product. The replacement unit can be new or remanufactured.

**To the extent permissible by applicable law, Grundfos shall not be liable for any incidental and consequential damages or losses of any kind whatsoever arising under, relating to or in connection with the Product, use of the Product or the inability to use the Product.**

## 2. Garantie limitée du fabricant

Cette garantie limitée du fabricant décrit la couverture applicable et les procédures de réclamation pour les pompes fabriquées par Grundfos (ci-après le « Produit »).

Cette garantie limitée du fabricant est fournie pour les produits de consommation vendus et utilisés au Canada uniquement et s'applique aux transactions de consommateurs telles que définies dans les lois provinciales et territoriales applicables. Dans le cas de produits non destinés aux consommateurs, se référer aux conditions de garantie de Grundfos définies à l'article 10 des Conditions générales de vente des produits et services de Grundfos Canada, qui sont disponibles à l'adresse suivante : <https://www.grundfos.com/ca/fr/legal/general-terms-and-conditions-of-sales-and-delivery>

Cette garantie limitée du fabricant prévoit des droits et des limitations spécifiques. Certaines des limitations peuvent ne pas s'appliquer à vous, et vous pouvez également bénéficier d'autres droits qui varient d'une province à l'autre.

### Champ d'application de la garantie limitée du fabricant

Sous réserve des conditions générales de garantie suivantes, Grundfos Canada Inc., dont le siège social est situé au 2941, Brighton Rd, Oakville, ON L6H 6C9, Canada (ci-après « Grundfos »), garantit au consommateur initial (ci-après « l'Acheteur ») que le nouveau Produit fabriqué par Grundfos est exempt de défauts de conception, de matériaux et de fabrication dans des conditions normales d'utilisation et d'entretien pendant une période de vingt-quatre (24) mois à compter de la date d'achat au détail, mais pas plus de trente (30) mois à compter de la date de fabrication indiquée sur la plaque signalétique et sur l'emballage du Produit (« Période de garantie »).

### Lors de l'achat d'un Produit Grundfos en ligne, il est important de vérifier la date de fabrication et la durée de la garantie auprès du vendeur, car le Produit pourrait ne plus être couvert par cette garantie limitée du fabricant.

Cette garantie limitée du fabricant s'applique exclusivement à un Produit Grundfos neuf vendu et utilisé au Canada. Cette garantie limitée du fabricant ne s'applique pas aux Produits vendus « en l'état » ou « vente finale ». La présente garantie limitée du fabricant n'est pas transférable par l'Acheteur initial. Les produits vendus par Grundfos qui sont fabriqués par des tiers ne sont pas couverts par cette garantie.

Le seul et unique recours dans le cadre de cette garantie limitée du fabricant est la réparation ou, à la discrétion de Grundfos, le remplacement du Produit, comme indiqué ci-dessous. Les défauts ou dommages ne sont pas couverts par la garantie limitée du fabricant s'ils sont dus à :

- l'usure normale ;
- l'utilisation du Produit pour une application pour laquelle il n'est pas prévu ;
- l'installation du Produit dans un environnement non adapté au Produit ;
- toute modification, altération ou réparation du Produit entreprise par l'Acheteur ou un tiers (n'agissant pas pour le compte de Grundfos) ;
- la non-observation des instructions de Grundfos, y compris dans les notices d'installation, d'utilisation, de maintenance ou d'entretien ;
- l'installation, la mise en service, l'utilisation (y compris l'utilisation du Produit ou de tout produit Grundfos en dehors de ses spécifications) ou l'entretien du Produit autrement que conformément aux notices d'installation, d'utilisation, de maintenance ou d'entretien Grundfos ou aux bonnes pratiques de l'industrie ;
- l'utilisation d'un équipement auxiliaire défectueux ou inadéquat en combinaison avec le Produit ;
- l'utilisation de pièces de rechange de mauvaise qualité (à l'exclusion de l'utilisation de pièces de rechange d'origine Grundfos) ;
- tout dommage accidentel ou intentionnel ou toute mauvaise utilisation des Produits ou des services par l'Acheteur ou un tiers (n'agissant pas pour le compte de Grundfos) ; ou
- la non-conformité de l'Acheteur ou de ses propres produits aux lois et règlements applicables.

### Procédure à suivre pour bénéficier d'un service dans le cadre de la garantie limitée du fabricant :

Lorsqu'un Produit est soumis à la présente garantie limitée du fabricant, l'Acheteur doit contacter le vendeur auprès duquel il a acheté le produit pour faire une réclamation dans les 24 mois suivant la date d'achat au détail, mais au plus tard trente (30) mois à compter de la date de fabrication indiquée sur la plaque signalétique du Produit et sur l'emballage du Produit (« Période de notification de garantie »).

Si le vendeur d'un Produit n'est plus en activité, l'Acheteur doit contacter le service Grundfos à l'adresse [www.grundfos.com/us](http://www.grundfos.com/us) sous **Support > Contact Service**.

Pour exercer les droits prévus par la présente garantie limitée du fabricant, l'Acheteur doit renvoyer le Produit défectueux à ses frais, dans la mesure où la loi applicable le permet, accompagné de la preuve d'achat et d'une explication du défaut, de la date à laquelle le défaut s'est produit et des circonstances entourant le défaut.

L'Acheteur est responsable de tous les frais de démontage et de montage du Produit et de tous les frais liés à l'enlèvement, à la réinstallation, au transport et à l'assurance. Si Grundfos est tenu par la loi provinciale ou territoriale applicable de payer les frais de transport, l'Acheteur doit contacter le partenaire de service Grundfos pour organiser l'expédition. L'Acheteur doit également répondre rapidement à Grundfos pour toute demande concernant une réclamation au titre de la garantie.

Sauf demande de Grundfos, le Produit ne doit pas être démonté avant d'être remis en état. Tout manquement à ces dispositions entraînera l'annulation de la présente garantie limitée du fabricant.

Grundfos procédera à la réparation du Produit défectueux dans le cadre de cette garantie limitée du fabricant ou, à la convenance de Grundfos, fournira à l'Acheteur un produit de remplacement du Produit défectueux. L'unité de remplacement peut être neuve ou refabriquée.

**Dans la mesure autorisée par la loi applicable, Grundfos ne sera pas responsable des dommages accessoires et indirects ou des pertes de quelque nature que ce soit découlant de, liés à ou en rapport avec le Produit, l'utilisation du Produit ou l'incapacité d'utiliser le Produit.**



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