

## SUMP, SEWAGE AND EFFLUENT FACTORY WARRANTY

Keen Pump warrants that products of our manufacture will be free of defects in material and workmanship under normal use and service for 18 months from date of manufacture, or 12 months from installation date whichever occurs first. This warranty gives you specific legal rights, which vary from state to state.

This warranty is a limited warranty, and no warranty related claims of any nature whatsoever shall be made against Keen Pump, until the ultimate consumer or his/her successor notifies us in writing of the defect and delivers the product and/or defective part(s) freight prepaid to our factory or nearest authorized service station as instructed by Keen Pump.

THERE SHALL BE NO FURTHER LIABILITY, WHETHER BASED ON WARRANTY, NEGLIGENCE OR OTHERWISE. PRODUCT SHALL BE EITHER REPLACED OR REPAIRED AT THE ELECTION OF KEEN PUMP. Guarantees relating to performance specifications provided in addition to the foregoing material and workmanship warranties on a product manufactured by Keen Pump, if any, are subject to possible factory testing. Any additional guarantees, in the nature of certified performance specifications or time frame must be in writing and such writing must be signed by our authorized factory manager at time of order placement and/or at time of quotation. Due to inaccuracies in field testing and should a conflict arises between the results of field testing conducted by or for the user, Keen Pump reserves the right to have the product returned to our factory for additional testing.

This warranty shall not apply when damage is caused by (1) improper installation, (2) improper voltage, (3) lightning, (4) excessive sand or other abrasive material, (5) corrosion build-up due to excessive chemical content or (6) uncontrollable acts of god. Any modification of the original equipment will also void the warranty. We will not be responsible for loss, damage or labor cost due to interruption of service caused by defective pumps, parts or systems. Keen Pump will not accept charges incurred by others without our prior written approval.

This warranty is void if our inspection reveals the product was used in a manner inconsistent with normal industry practice and/or our specific recommendations. The purchaser is responsible for communication of all necessary information regarding the application and use of the product. UNDER NO CIRCUMSTANCES WILL WE BE RESPONSIBLE FOR ANY OTHER DIRECT OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO TRAVEL EXPENSES, CONTRACTOR FEES, UNAUTHORIZED REPAIR SHOP EXPENSES, LOST PROFITS, LOST INCOME, LABOR CHARGES, DELAYS IN PRODUCTION, IDLE PRODUCTION, WHICH DAMAGES ARE CAUSED BY ANY DEFECTS IN MATERIAL AND/OR WORKMANSHIP AND/OR DAMAGE OR DELAYS IN SHIPMENT. THIS WARRANTY IS EXPRESSLY IN LIEU OF ANY OTHER EXPRESS OR IMPLIED WARRANTY. No rights extended under this warranty shall be assigned to any other person, whether by operation of law or otherwise, without our prior written approval.

### WARRANTY QUALIFICATIONS

A Keen Pump Co. Inc. pump start-up report, filled out by a qualified installer, is required for warranty to take effect. The start-up report in downloadable PDF form can be found on Keen Pump's website homepage [www.Keenpump.com](http://www.Keenpump.com), or one can be requested directly from Keen Pump Co. service manager. The report must be submitted within 30 days from the installation date and submitted to Keen Pump Co. Inc. Attn: Service Manager. Completed start-up reports can be returned by normal mail or emailed to service manager. The manufacturer shall not be liable under this warranty if the product has not been properly installed, operated, or maintained per manufacturer instructions; if it has been disassembled, modified, abused, or tampered with; the electrical cord has been cut, damaged, or spliced; if the pump discharge has been reduced in size; if the pump has been used in water temperatures above the advertised rating; if the pump has been used in water containing sand, lime, cement, gravel, or other abrasives; if the product has been used to pump chemicals, grease, or hydrocarbons; or if the label bearing the model and serial number has been removed. Wear Parts: This limited warranty does not cover parts by nature of their function require replacement as the result of normal wear and tear ( seals, wear rings, wear plates, slicer plates, chopper plates, slicers, choppers, or other parts subjected to abrasion, cavitation, or corrosion ) unless a defect in materials or workmanship can be determined by Keen Pump Co. Inc.

### IMPORTANT!

If you have a claim under the provision of the warranty, contact Keen Pump or your authorized Keen Pump Distributor: [www.keenpump.com](http://www.keenpump.com)