

LIMITED 5 – YEAR WARRANTY SOLIDS HANDLING PUMPS



During the time periods and subject to the conditions hereinafter set forth, Keen Pump will repair or replace to the original user or consumer, any portion of your new Keen product which proves defective due to defective materials or workmanship of Keen Pump. Contact your closest authorized Keen Pump representative or distributor for warranty service. At all times, Keen Pump shall have and possess the sole right and option to determine whether to repair or replace defective equipment, parts or components. Damage caused by acts of GOD or conditions beyond the control of Keen Pump is not covered by this warranty.

WARRANTY PERIOD

60 months from date of manufacture.

Start-up reports are required to support warranty claims. Warranty effective only if Keen Pump supplied or authorized control panels are used. Single phase pumps must utilize Keen Pump supplied start components.

THIS WARRANTY WILL NOT APPLY

1. To defects or malfunctions resulting from failure to properly install, operate or maintain the product in accordance with printed instructions provided.
2. To failures resulting from abuse, accident or negligence.
3. To normal maintenance services and the parts used in conjunction with such service.
4. To products which are not installed in accordance with applicable local codes, ordinances and good trade practices.
5. The product is used for purposes other than for what it was designed and manufactured.
6. If 3 phase motors are installed on a single phase power supply using a phase converter or if 3 phase power is supplied by only two transformers, making an open Delta system.

WARRANTY EXCLUSIONS

Keen Pump specifically disclaims the implied warranties of merchantability and fitness for a particular purpose after the termination of the warranty period set forth herein. No warranties or representations at any time made by any representatives of Keen Pump shall vary or expand the provision hereof.

LIABILITY LIMITATION

In no event shall Keen Pump be liable or responsible for consequential, incidental or special damages resulting from or related in any manner to any Keen Pump product or parts thereof. Personal injury and/or property damage may result from improper installation. Keen Pump disclaims all liability, including liability under this warranty, for improper installation. Keen Pump recommends following the instructions in the installation manual. When in doubt, consult a professional. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

LABOR, ETC., COSTS

Keen Pump shall in no event be responsible or liable for the cost of field labor or other charges incurred by any customer in removing and/or reaffixing any Keen Pump product, part or component thereof or any temporary pumping of other equipment.

RETURNED OR REPLACED COMPONENTS

Any item to be replaced under this Warranty must be returned to Keen Pump, or such other place as Keen Pump may designate, freight prepaid. This warranty gives you specific legal rights and other rights which may vary from state to state. In the absence of suitable proof of this purchase date, the effective date of this warranty will be based upon the date of manufacture. Example: 1501 = Year-Month= January, 2015.

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, 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.