

Customer/Company Address

Title: ☐ Mr. ☐ Ms. ☐ Company

Name/Company:

Street, No.:

ZIP Code, City:

Country:

Billing Address (if different)

Title: ☐ Mr. ☐ Ms. ☐ Company

Name/Company:

Street, No.:

ZIP Code, City:

Country:

Contact Options

Phone:

Email:

Mobile/WhatsApp:

Order Assignment

Order No.:

Invoice No.:

Purchase Date: Delivery Date:

NOTE

Please send us, along with this form, detailed photos of the installation situation, location, pump, and the defective item, including the order number and, if applicable, the invoice to **service@profi-pumpe.de**.

This can help speed up the processing of your complaint. Without knowing the installation situation and operating method, your claim for statutory warranty cannot be decided and must be rejected.

1.0 Questions about Product Defects and Malfunctions

Error Description:

- | | | |
|--|--|---|
| ☐ Pump is not operating | ☐ Insufficient lift | ☐ Pump makes a humming sound |
| ☐ Pump is non-functional | ☐ Part is broken | ☐ Built-in filter is defective |
| ☐ Loud noise | ☐ Cable is damaged | ☐ Fan guard is broken |
| ☐ Other, please specify: <input type="text"/> | | |

Was the defect present when the pump was new? ☐ Yes ☐ No

When did the defect first appear: (DD.MM.YYYY)

After how many hours of operation: hours

1.1 What actions have you already taken?

- | | |
|---|---|
| ☐ Disassembled the pump | ☐ Cleaned the pump filter |
| ☐ Cleaned the pump | ☐ Checked the contacts and connection cables |
| ☐ Checked connections and pump for leaks | ☐ Checked hose connections/plugs |

2.0 Visual Condition Upon Delivery

2.1 Visual Condition of the Pump Upon Delivery:

☐ Scratches ☐ Dents ☐ Mechanical Damage ☐ Broken Parts ☐ Defect-Free

Brief Description:

2.2 Visual Condition of Packaging Upon Delivery:

☐ Torn ☐ Not Properly Sealed ☐ Has Been Opened ☐ Defect-Free

The box has holes/dents, ☐ No ☐ Yes, are these damages on the same place as on the still packed product. ☐ Yes ☐ No

Brief Description:

Are Parts Missing?: ☐ No ☐ Yes, which ones

3.0 Questions About Connection

Electrical Installation by (DD.MM.YYYY) by Company:

Contact Person:

Phone:

Qualification:

Mechanical Installation by (DD.MM.YYYY) by Company:

Contact Person:

Phone:

Qualification:

Connection/Location:

☐ Basement ☐ Cistern ☐ Pond/Stream/Lake ☐ Sump Pit ☐ Loose in the Garden
☐ Well

Other, where exactly?

Sealing Material:

☐ Teflon ☐ Sealing Cord ☐ Hemp ☐ Flat Gasket ☐ Other:

4.0 Questions About Medium and Quality

Source of Medium:

☐ Cistern ☐ Water Tank ☐ Well ☐ Pond/Stream/Lake

☐ Seawater ☐ Rainwater ☐ Cooling Water ☐ Industrial Water

☐ Other, what exactly?

4.1 Water Quality:

☐ Cloudy ☐ Clear ☐ Sand Content: % ☐ Dirt Content: %

4.2 Questions about the Pre-filter

Cleaning the Integrated Pre-filter: ☐ Quarterly ☐ Semi-annually

4.3 Ground Conditions for Use with Well or Pond/Stream/Lake:

☐ Muddy ☐ Sandy ☐ Gravel ☐ Clay

Soil Layers / Name if possible:

1) approx. Thickness: cm
2) approx. Thickness: cm
3) approx. Thickness: cm
Thickness of Water-Bearing Layer: cm

5.0 Questions about Usage

Purpose/Use: ☐ Garden ☐ Car Wash

☐ Other, please specify:

Local Conditions: ☐ Flat ☐ Hilly

5.1.0 Questions about Water Storage

Container Material: ☐ PE Plastic ☐ Concrete ☐ Steel ☐ Fiberglass ☐ GRP
☐ Other, specify: Volume: cbm

Dimensions: cm (W*H*L)

Age approx. years

Last Maintenance/Cleaning: (DD.MM.YYYY), how:

Water Pre-filtration: ☐ Yes ☐ No

Distance between House and Water Tank: m

Method of Inlet Tranquilization:

Mesh Size for Floating Intake: mm

Fastening of Floating Intake (how):

5.1.1 ...when Using a Well

Well Age: ☐ New ☐ Old, Age approx. years.

Well Depth: m

Water Level: m

Well Covering: ☐ Screwed ☐ Loose ☐ Other, specify how:

Well Yield approx. L/min

Well Diameter: mm

Filter Pipe Length m

Filter Pipe Pore Opening mm

5.1.2 ...when used as a stream/lake pump

Suction: ☐ open pipe ☐ floating intake ☐ pre-filter & check valve

☐ Other, specify how?

5.2 Questions about the suction line

Material of the suction line: ☐ PVC spiral hose ☐ rubber hose ☐ PE plastic pipe

☐ brass pipe ☐ galvanized pipe ☐ Other:

Length of the suction line: m Diameter of the suction line: Ø mm

Course of the suction line:

☐ From pump to intake point always downhill ☐ Constantly rising

☐ Alternating slope and rise ☐ Up and down (with air pocket)

Connection at the pump: ☐ Fixed/Rigid ☐ flexible armored metal hose

max. depth max. intake point/intake height: m

Suction line uninterrupted: ☐ Yes ☐ No

Connections sealed by:

6.0 Questions about pump control (if available)

☐ Automatic/control device ☐ Manual

Dry run protection: ☐ Automatic/control device ☐ Float switch

☐ Other, specify how?

☐ without pre-filter ☐ with pre-filter, which/mesh size mm

Does the pump cycle during operation? : ☐ Yes ☐ No ☐

Does the pump cycle when filling toilets/washing machines: ☐ Yes ☐ Occasionally

No How often per toilet/washing machine filling:

Is there a pressure expansion vessel in the line? : ☐ Yes ☐ No

7.0 Questions about the pump's operating conditions

Type of pump: ☐ Submersible pump with max pressure of 1.5 bar ☐ Submersible pressure pump ☐ Domestic water supply system

Manufacturer, Model:

Excessive pump noise: ☐ Yes ☐ No

Excessive pump vibration: ☐ Yes ☐ No

Unusual pump noises: ☐ Yes ☐ No

Pump operating time: hours

Does the pump get blocked during operation?: ☐ Yes ☐ No

Has the pump been opened before? ☐ No ☐ Yes, by whom

Have any components in the pump been replaced? ☐ No ☐ Yes, by whom

Is there a pull rope on the pump? ☐ Yes ☐ No

7.1 Electrical Data:

Power Supply: ☐ 230V ☐ 400V* with ☐ 50Hz ☐ 60Hz
☐ Generator ☐ **Solar power system**

*400V installation on (DD.MM.YYYY) by Company:

Contact Person: Phone:

Qualification:

Pump operating current at constant maximum flow rate: Amps

Was the pump cable extended? ☐ No ☐ Yes, by whom

Total cable length: m Cable type Cable cross-section

Tripping current of FI circuit breaker: mA

Main fuse present: ☐ Yes ☐ No

7.2 Hydraulic Data:

Indicated pressure on manometer: bar

Manometer installation site: Approx. flow rate: L/min.

Height of the highest extraction point above ground level/grass edge cm

Maximum pump lift: m

Does the pump get blocked during operation?: ☐ Yes ☐ No

Has the pump been opened before? ☐ No ☐ Yes, by whom

Have any components in the pump been replaced?

☐ No ☐ Yes, by whom

Inspection Cost Notice

We typically inspect the goods in our service workshop within 1-2 weeks after receipt. However, if our service team determines that wear and tear, improper handling, or external influences are the cause, unfortunately, we must charge you the corresponding inspection fees:

- Hourly rate for inspection, processing, documentation 75.00 € /hr
- Packaging and return shipping costs (as incurred)

If we find a defect with the product or a manufacturer's error solely attributable to the item, inspection fees are waived.

We will promptly inform you about the next steps after inspection.

Safe Return Transport

Please pack the goods in the original packaging if possible to prevent any damage during return transport. Claims cannot be recognized for transport damage due to inadequate packaging.