

Attachment to Service Form 'Diesel Pumps'



Customer/Company Address

Title: ☐ Mr. ☐ Ms. ☐ Company

Name/Company:

Address, No.:

ZIP Code, City:

Country:

Billing Address (if different)

Title: ☐ Mr. ☐ Ms. ☐ Company

Name/Company:

Address, No.:

ZIP Code, City:

Country:

Contact Information

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 any defective items, including the order number and possibly the invoice, to **service@profi-pumpe.de**.

This can help speed up the processing of your complaint.

Without knowing the installation situation and operation method, your claim for statutory warranty cannot be decided and must be rejected.

1.0 Questions about Product Defects and Malfunctions

Description of the Issue:

- | | | |
|---|---|--|
| ☐ Pump not working | ☐ Insufficient pump lift | ☐ Pump only makes a humming noise |
| ☐ Pump not functioning | ☐ Part broken | ☐ Built-in filter defective |
| ☐ Loud noise | ☐ Cable damaged | ☐ Fan guard broken |
| ☐ Other issues, please specify: <input type="text"/> | | |

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

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

After how many operating hours: hrs

1.1 What actions have you taken so far?

- | | |
|--|--|
| ☐ Pump disassembled | ☐ Pump filter cleaned |
| ☐ Pump cleaned | ☐ Contacts and cables checked |
| ☐ Connections and pump checked for leaks | ☐ Hose and connector checked |
| ☐ Have the pump and suction hose already been vented? | |

2.0 Visual Condition Upon Arrival

2.1 Visual Condition of the Pump Upon Arrival:

☐ Scratches ☐ Dents ☐ Mechanical Damages ☐ Broken Parts ☐ No Defects

Brief Description:

2.2 Visual Condition of the Packaging Upon Arrival:

☐ Torn Open ☐ Not Properly Sealed ☐ Was Opened ☐ No Defects

The Box Has Holes / Indentations ☐ No ☐ Yes, are these damages located at the same spot as on the still-packed product. ☐ Yes ☐ No

Brief Description:

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

3.0 Questions About Connection

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

Contact Person: Phone:

Qualification:

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

Contact Person: Phone:

Qualification:

Connection / Deployment Location:

☐ Basement ☐ Garage ☐ Pump Shaft ☐ Garden Shed ☐ Outdoor Gas Station

☐ Other, please specify:

4.0 Questions About the Medium and Its Quality

☐ Diesel Fuel ☐ I Use Oil(s), which one(s):

Could another medium have dried in the pump temporarily: ☐ Yes ☐ No

4.1 Questions About the Pre-filter

Is a Pre-filter Present?: ☐ No ☐ Yes, where: ☐ After the Pump ☐ Before the Pump

Filter Type / Manufact Mesh Size: mm

Filter Cleaning: ☐ Quarterly ☐ Semi-annually

Reduction of Pump Connections: ☐ Yes ☐ No ☐ Reduced to cm

Length of the Suction Hose: m Length of the Pressure Hose m

5.0 Questions About Usage

Purpose/Use of the Diesel Pump:

☐ Transferring ☐ Refueling

☐ Other, please specify:

Local Conditions:

☐ Flat ☐ Hilly

5.1 Questions About the Container

Material: ☐ PE 943 ☐ IBC Container ☐ Metal

Other Material, specify:

5.2 Questions About the Suction Line

Suction Line Material: ☐ PVC Spiral Hose ☐ Rubber Hose ☐ PE Plastic Pipe
☐ Brass Pipe ☐ Galvanized Pipe ☐ Other:

Length of Suction Line: m Diameter of Suction Line: Ø mm

Suction Line Route:

☐ Always sloping from pump to intake ☐ Continuously rising
☐ Alternating slope and rise ☐ Up and down (with an air pocket)

Height difference between pump and intake:

m Connection at the pump: ☐ Fixed/Rigid ☐ Flexible metal hose

Max depth max intake/max suction height: m

Continuous suction line: ☐ Yes ☐ No

Sealed connections by:

5.3 Check Valve:

☐ Yes, at the end of the suction line ☐ Yes, in the middle of the suction line ☐ None present

5.4 Questions About the Pressure Line:

Max delivery height after the pump

Pressure Line Material:

Length of Pressure Line: m

Diameter of Pressure Line: Ø cm

Height of max outlet point: cm

Highest outlet point (what is connected there?):

Installation and assembly regulations according to DIN 1986- observed: ☐ Yes ☐ No

Connection at the pump:

☐ Fixed/Rigid ☐ Flexible ☐ Metal hose

House Supply Line: Material Ø mm Length m

Pipes in the House: Material Ø mm Length m

Does the outlet point occasionally drip? ☐ No ☐ Yes

5.5 Questions about the fuel nozzle (if applicable)

Manufacturer:

☐ The fuel nozzle is suitable for diesel, diesel oil, and machine/gear oil

☐ The fuel nozzle has 'automatic' features

☐ The fuel nozzle includes a counter

6.0 Questions about the pump and electrical operation

Manufacturer, Model:

Excessive pump noise:

☐ Yes

☐ No

Pump vibration:

☐ Yes

☐ No

Unusual pump noises:

☐ Yes

☐ No

Pump operating duration:

hrs

Does the pump get stuck while operating?: ☐ Yes ☐ No

Has the pump been opened before? ☐ No

☐ Yes, by whom

Have any parts been replaced in the pump?

☐ No

☐ Yes, by whom

Was the pump cable extended?

☐ No

☐ Yes, by whom?

☐ Extension cord

☐ Fixed connection to the pump

Reduction in pump connections

☐ Yes

☐ No

☐ Reduced to

cm

Are rubber buffers / vibration dampers fitted? ☐ Yes ☐ No

6.1 Electrical data:

Electrical supply:

☐ Mains 230V with

☐ Mains 50Hz

☐ Mains 60Hz

☐ Generator

☐ Solar power system

Pump current draw at constant max output:

Amps

Was the pump cable extended?

☐ No

☐ Yes, by whom

Total cable length: m

Cable type

Cable cross-section

Residual current device trip current: mA

Main fuse present:

☐ Yes

☐ No

7.2 Hydraulic data:

Indicated pressure gauge:

bar

Pressure gauge installation location:

Approximate flow rate:

L/min

Height of the highest outlet above ground/grass level

cm

Maximum pump head:

m

Our service center typically checks the items within 1-2 weeks after receiving them. However, if our service department determines that wear and tear from use, improper handling, or external factors are the cause, we will need to charge you the corresponding inspection fees:

- Hourly rate for inspection, processing, documentation 75,00 €/hour
- Packaging and return shipping costs (based on effort)

If we identify a defect or fault with the item that is solely due to the product itself or a manufacturing error, the inspection fees will, of course, be waived.

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

Secure Return Transport

Please pack the item in its original packaging, if possible, to prevent any damage during return shipping. Claims cannot be acknowledged for transport damage resulting from inadequate packaging.