

Attachment to the Service Form "AdBlue® Pumps"

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, clear photos of the installation setup, location, pump, and any defective items with the order number and, if applicable, the invoice to service@profi-pumpe.de. This can help expedite the processing of your complaint. Without knowledge of the installation setup and operation, your claim under statutory warranty cannot be decided and must be declined.

1.0 Questions about product defects and malfunctions

Description of the issue:

- | | | |
|---|--|---|
| ☐ Pump is not working | ☐ Insufficient pumping height | ☐ Pump is just humming |
| ☐ Pump is non-functional | ☐ Part is broken | ☐ Integrated filter is defective |
| ☐ Excessive noise | ☐ Cable is damaged | ☐ Fan guard is broken |
| ☐ Other issues, 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 operating hours: Hours

1.1 What actions have you already taken?

- | | |
|---|---|
| ☐ Pump was disassembled | ☐ Pump filter was cleaned |
| ☐ Pump was cleaned | ☐ Checked contacts and connecting cables |
| ☐ Checked connections and pump for leaks | ☐ Checked hose connections/plugs |

2.0 Visual Condition Upon Arrival

2.1 Visual Condition of Pump Upon Arrival:

☐ Scratches ☐ Dents ☐ Mechanical Damage ☐ Broken Parts ☐ No Defects
Brief Description:

2.2 Visual Condition of Packaging Upon Arrival:

☐ Torn ☐ Not Properly Sealed ☐ Opened ☐ No Defects
The Box Has Holes/Impressions, ☐ No ☐ Yes, are these damages at the
same place as the still packaged product. ☐ Yes ☐ No

Brief Description:

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

3.0 Questions About Connection

Electrical Installation by (DD.MM.YYYY) by Company:
Contact: Phone:
Qualification:

Mechanical Installation (DD.MM.YYYY) by Company:
by Contact: Phone:
Qualification:

Connection/Usage Location:

☐ Basement ☐ Garage ☐ Pump Shaft ☐ Utility Room ☐ Garden Shed
☐ Other, please specify:

Sealing Material:

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

4.0 Questions About Medium and Quality

Medium Used:
Medium Temperature: °C pH Level:

☐ The AdBlue© was exposed to over 30°C ☐ The AdBlue© is older than 12 months
☐ The AdBlue© was mixed with diesel ☐ The Organic Acid is Highly Corrosive

Could AdBlue© (or another medium) dry out temporarily in the pump: ☐ Yes ☐ No
Was the pump flushed with pure water during temporary storage: ☐ Yes ☐ No

☐ The compatibility between the pump and fluid materials was tested, including:

4.1 Questions about the pre-filter

Is there a pre-filter?: ☐ No ☐ Yes, location: ☐ after the pump ☐ before the pump
Filter type / Manufacturer Mesh size: mm
Filter cleaning: ☐ Quarterly ☐ Semi-annually
Reduction of pump connections: ☐ Yes ☐ No ☐ reduced to cm
Length of suction hose: m Length of pressure hose m

5.0 Questions about usage

Purpose / Use of the AdBlue© pump:
☐ Transferring ☐ Refueling ☐ AdBlue© ☐ Urea ☐ Windshield washer fluid ☐ Water
☐ Organic acids, which ones
☐ Other, what exactly?
Local conditions: ☐ flat ☐ hilly

5.1 Questions about the container

Size of the container:
☐ 1-5cbm ☐ 6-10cbm ☐ more, exact size: cbm
Material of the container: ☐ HD-PE ☐ PE ☐ Plastic, which:
Other material, which:
Dimensions: cm (W*H*L) Age approximately years
Last maintenance/cleaning (DD.MM.YYYY)
Execution of flow calming:
Mesh size for floating intake: mm
Mounting of floating intake (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: Ø mm
Length of the suction line: m

Path of the suction line:

☐ From pump to intake point always sloping downward ☐ Alternating slopes and rises

Height difference between pump and AdBlue© intake point: m

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

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:

Highest withdrawal point (what is connected there?):

Connection at the pump:

☐ Fixed/Rigid ☐ Flexible ☐ Armored metal hose

House supply line: Material Ø mm Length m

In-house lines: Material Ø mm Length m

Does the outlet occasionally drip? ☐ No ☐ If "yes," where:

5.5 Questions about the fueling nozzle:

Which manufacturer:

☐ None ☐ The nozzle is suitable for the medium/AdBlue©

☐ The nozzle has an "automatic" feature ☐ The nozzle has a meter

6.0 Questions about the pump's operating condition

Manufacturer, Model:

Excessive pump noise: ☐ Yes ☐ No

Excessive pump vibration: ☐ Yes ☐ No

Unusual pump noises: ☐ Yes ☐ No

Pump operating hours: Hours

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

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

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

Rubber buffer/vibration damper available: ☐ Yes ☐ No

6.1 Electrical Data:

Power Supply: Mains 230V. ☐ with ☐ Mains 50Hz ☐ Mains 60Hz
☐ Generator ☐ Photovoltaic System

Pump current draw at constant max delivery rate: Amperes

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

Total cable length: m Cable type Cable cross-section

Tripping current for circuit breaker: mA

Main fuse present: ☐ Yes ☐ No

6.2 Hydraulic Data:

Displayed pressure on the gauge: bar

Gauge installation location: Approximate flow rate: L/min.

Maximum pump head height: m

Inspection cost notice

We typically inspect goods at our service workshop within 1-2 weeks after they arrive. However, if our service department determines that wear and tear, improper handling, or external factors are the cause, we will have to charge you the relevant inspection fees:

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

If we find a fault/defect in the goods or a manufacturer error solely due to the item, the inspection fees will not apply.

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

Safe return transport

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