

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 detailed photos of the installation situation, location, pump, and the defective item along with the order number and invoice, if applicable, to **service@profi-pumpe.de**. This can help speed up the processing of your complaint.

Without knowledge of the installation situation and operation, your claim for legal warranty cannot be determined and may be rejected.

1.0 Questions about Product Defects and Malfunctions

Description of the Issue:

- | | | |
|---|--|---|
| ☐ Pump is not working | ☐ Insufficient pumping height | ☐ Pump is only humming |
| ☐ Pump is non-functional | ☐ Part has broken off | ☐ Built-in filter is defective |
| ☐ Loud noise | ☐ Cable is damaged | ☐ Fan guard is broken |
| ☐ Other, please specify what: <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 have you already done?

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

2.0 Visual Condition Upon Arrival

2.1 Visual Condition of the 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 ☐ Was Opened ☐ No Defects

Box has Holes/Indentations, ☐ No ☐ Yes, Are These Damages On The Same Spot as on the Packaged Product. ☐ Yes ☐ No

Brief Description:

Are Parts Missing? ☐ No ☐ Yes, Which Ones

3.0 Questions About Installation

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

Contact:

Phone:

Qualification:

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

Contact:

Phone:

Qualification:

Connection/Usage Location:

☐ Basement ☐ Garage ☐ Pump Pit ☐ Utility Room ☐ Garden Shed
☐ Loose in the Garden ☐ Other, Please Specify:

Sealing Material:

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

4.0 Questions About the Medium and Its Quality

Source of the Medium: ☐ Cistern ☐ Water Tank ☐ Well ☐ Pond/Stream/Lake
☐ Seawater ☐ Rainwater ☐ Cooling Water ☐ Industrial Water
☐ Other, Please Specify:

4.1 Water Quality:

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

4.2 Questions about the Pre-filter

Pre-filter available?: ☐ No ☐ Yes, where: ☐ after the pump ☐ before the pump
☐ Gutter cover ☐ Downspout filter ☐ Ground filter before tank

Filter type / Manufacturer Mesh size: mm

Filter cleaning: ☐ Quarterly ☐ Semi-annually

4.3 Soil condition when using with well or pond/stream/lake:

☐ Muddy ☐ Sandy ☐ Gravelly ☐ Clay

Soil layers / Describe 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/Usage: ☐ Garden ☐ Toilet ☐ Washing machine ☐ Shower ☐ Car wash
☐ Drinking ☐ Other, please specify what:

Local conditions: ☐ flat ☐ hilly

5.1 Questions about the water tank

Tank material: ☐ PE plastic ☐ Concrete ☐ Steel ☐ Fiberglass ☐ GFK
☐ Other, what? Volume: cbm

Dimensions: cm (W*H*L)

Age approx. years

Last maintenance/cleaning: (DD.MM.YYYY), how:

Distance between house and water tank: m

5.1.1 ... when using a well

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

Well depth: m

Water level: m

Well cover: ☐ Screwed ☐ Loose ☐ Other, how?

Well yield: approx. L/min

Well diameter: mm

Filter pipe length m

Filter pipe pore opening mm

Is the filter pipe closed at the bottom: ☐ Yes ☐ No

Is the filter pipe firmly connected to the well pipe: ☐ No ☐ Yes, how

5.1.2 ... Container data when used as a cistern or tank pump

Flow calming implementation:

Mesh size for floating intake:

mm

Attachment method for floating intake:

5.1.3 ...when used as a stream or lake pump

Suction: ☐ open pipe

☐ floating intake

☐ pre-filter & check valve

☐ Other, please 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 path:

☐ Always sloping from pump to suction point

☐ Continuously rising

☐ Alternating slope and rise

☐ Up and down (with air pocket)

Height difference between pump and water suction point:

m

Connection at the pump:

☐ Fixed/rigid

☐ Flexible armored hose

Max depth and maximum suction point/suction height:

m

Is the suction line continuous:

☐ Yes

☐ No

Sealed connections by:

5.3 Check valve:

☐ Yes, at the end of the suction line

☐ Yes, midway in the suction line

☐ None present

5.4 Questions about the pressure line:

Max delivery height after the pump

Pressure line material:

Length of the pressure line:

m

Diameter of the pressure line:

Ø

cm

Height of max extraction point:

cm

Highest extraction point (what is connected there)?:

Installation and installation guidelines according to DIN 1986-

observed:

☐ Yes

☐ No

Connection at the pump:

☐ Fixed/rigid

☐ Flexible

☐ Armored hose

House supply line:

Material

Ø

mm

Length

m

In-house pipes: Material

Ø

mm

Length

m

Do outlets occasionally drip?

☐ No

☐ If "yes," which ones:

☐ Garden tap

☐ Toilet valve

☐ Washing machine

☐ Shower

☐ Other, please specify what:

6.0 Questions about Pump Control (if available)

☐ Automatic / Controller ☐ Manual

Dry Run Protection: ☐ Automatic / Controller ☐ Float Switch

☐ Otherwise?

☐ Without Prefilter ☐ With Prefilter, type / mesh size mm

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

Does the pump cycle when filling toilets / washing machines: ☐ No ☐ Yes

How often per toilet / washing machine fill:

Is there an expansion tank in the line? : ☐ Yes ☐ No

7.0 Questions about Pump Operating Conditions

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 stuck 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

7.1 Electrical Data:

Electrical Connection on (DD.MM.YYYY), by

Electrical Supply: ☐ 230V with ☐ 50Hz ☐ 60Hz

☐ Generator ☐ Solar Power System

Pump Input Current at Constant Max Flow Rate: Amperes

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

Total Cable Length: m Cable Type Cable Cross-section

Trigger Current of RCD: mA

Main Fuse Present: ☐ Yes ☐ No

7.2 Hydraulic Data:

Displayed Pressure Gauge Reading: bar

Pressure Gauge Installation Site: Approx. Flow Rate: L/min. cm

Height of Highest Outlet Above Ground Level / Grass Edge

Maximum Pump Head: m

Inspection Cost Notice

We usually inspect the product in our service workshop within 1-2 weeks after it arrives. However, if our service department determines that normal wear and tear, improper handling, or external factors are responsible, we will need to charge you the related inspection costs:

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

If we find a fault or defect with the product that is solely due to the item itself or a manufacturer error, the inspection costs will not apply.

Once the inspection is complete, we'll promptly inform you about the next steps.

Secure Return Transport

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