

Attachment to the Service Form "Well Pump"



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.:

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 situation, location, pump, and defective goods including the order number and possibly the invoice to **service@profi-pumpe.de**. This can help expedite the processing of your complaint.

Without knowledge of the installation situation and operation, your claim for statutory warranty cannot be determined and must be denied.

1.0 Questions about Product Issues and Malfunctions

Error Description:

- | | | |
|---|---|--|
| ☐ Pump isn't operating | ☐ Insufficient delivery height | ☐ Pump is only humming |
| ☐ Pump not functioning | ☐ Part broken | ☐ Built-in filter is faulty |
| ☐ Excessive noise | ☐ Cable is damaged | ☐ Fan guard is defective |
| ☐ Other, please specify: | <input type="text"/> | |

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

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

After how many hours of operation: hrs

1.1 What actions have you already taken?

- | | |
|---|--|
| ☐ Pump was disassembled | ☐ Pump filter was cleaned |
| ☐ Pump was cleaned | ☐ Contacts and connection cables checked |
| ☐ Checked connections and pump for leaks | ☐ Hose connections / plug connections checked |

2.0 Visual Condition Upon Delivery

2.1 Pump's Visual Condition Upon Delivery:

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

Brief Description:

2.2 Packaging's Visual Condition Upon Delivery:

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

The box has holes/indentations, ☐ No ☐ Yes, are these damages on the same place as 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:

Phone:

Qualification:

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

Contact:

Phone:

Qualification:

Connection/Installation Location on Property:

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

☐ Other:

4.0 Questions About Medium and Medium Quality

Source of the Medium: ☐ Cistern ☐ Water Tank ☐ Well ☐ Pond/Stream/Lake

☐ Seawater ☐ Rainwater ☐ Cooling Water ☐ Industrial Water

☐ Other, specify?

4.1 Water Quality:

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

4.2 Questions About Pre-Filter

Pre-Filter Present?: ☐ No ☐ Yes

Filter Cleaning: ☐ Quarterly ☐ Semi-Annually

4.3 Ground Conditions for Use with Wells or Ponds/Streams/Lakes:

☐ Muddy ☐ Sandy ☐ Gravelly ☐ Clay

Soil Layers / Identify if possible:

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

5.0 Usage Questions

Purpose of Use: ☐ Garden ☐ Bathroom ☐ Washing Machine ☐ Shower ☐ Car Wash
☐ Drinking ☐ Other, please specify:

Local Conditions: ☐ Flat ☐ Hilly

Surface:

5.1 Questions about Water Storage

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:
Pre-filtration: ☐ Yes ☐ No
Distance from House to Water Tank: m

5.2 Questions about the Well

Well Age: ☐ New ☐ Old, Age approx. years.
Well Depth: m
Water Level: m
Well Cover: ☐ Secured ☐ Loose ☐ Other, how?
Well Yield: approx. L/min
Well Diameter: mm
Filter Pipe Length m
Filter Pipe Pore Opening mm

5.3 ...for Use as Stream/Lake Pump

Suction: ☐ Open Pipe ☐ Floating Intake ☐ Prefilter & Check Valve
☐ Other, how?

5.4 Questions about the pressure line:

Max height after the pump:
Pressure line material:
Pressure line length: m
Pressure line diameter: cm
Highest point of extraction: cm
Highest extraction point (what's connected?):
Installation guidelines per DIN 1986- followed: ☐ Yes ☐ No

Pump connection:

☐ Fixed/Rigid ☐ Flexible ☐ Metal hose

House supply line: Material Ø mm Length m

In-house line: Material Ø mm Length m

Do outlets occasionally drip? ☐ No ☐ If 'yes', which ones:

☐ Garden faucet ☐ Toilet valve ☐ Washing machine ☐ Shower

☐ Other, please specify:

6.0 Questions about pump control (if available)

☐ Automatic/Controller ☐ Manual

Dry-run protection: ☐ Automatic/Controller ☐ Float switch

☐ Other method?

☐ Without pre-filter ☐ With pre-filter, which/mesh size mm

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

☐ Rarely cycles when filling toilets/washing machines:

How often per toilet/washing machine fill:

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

7.0 Questions about pump operation conditions

Type of pump: ☐ Jet pump ☐ Submersible pressure pump ☐ Domestic water system

Manufacturer, Model:

Excessive pump noise: ☐ Yes ☐ No

Excessive pump vibration: ☐ Yes ☐ No

Unusual pump sounds: ☐ Yes ☐ No

Pump operating hours: hrs

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

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

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

Cable available: ☐ Yes ☐ No, how else was the pump lowered:

7.1 Electrical Data:

Electrical Supply: ☐ 230V ☐ 400V* with ☐ 50Hz ☐ 60Hz

☐ Generator Sol ☐ Panel System

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

Contact Person: Phone:

Qualification:

Pump operating current at constant max. output: Amps

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

Total cable length: m Type of cable Cable cross-section

Trip current of the circuit breaker: mA

Main fuse available: ☐ Yes ☐ No

7.2 Hydraulic Data:

Indicated pressure gauge reading: bar

Pressure gauge location: Approx. flow rate: L/min.

Height of the highest outlet above ground level/grass edge cm

Maximum pump head: m

Inspection cost notice

We usually inspect the goods at our service workshop within 1-2 weeks after receipt. However, if our service department finds that wear and tear, improper handling, or external influences are the cause, we must unfortunately charge you the corresponding inspection costs:

- Hourly rate for inspection, processing, documentation €75.00/hr
- Packaging and return shipping costs (based on effort)

If we find a defect in the goods or a manufacturer error that is solely due to the item, inspection costs will naturally be waived.

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

Safe return transport

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