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zoellerpumps.com

TO: REPRESENTATIVES

POLICY

Effective: January 13,2023
Supersedes: November 22,2022

SUBJECT: Zoeller Limited Warranty Qualifying Products for Field Destroy

90 Days from the Date of Purchase / Date of Manufacture

311 Transfer Series

FOR REP USE ONLY

24 Months from the Date of Purchase / Date of Manufacture

- 49 Sump Series
- 72/73/75 Sump Series
- 211/212 Sewage Systems
- 81/82/84 Pedestal Pumps
- 40 Floor Sucker Series
- Qwik Jon® China fixtures
- 300 End Suction
- 371/372/373 Cooling Series
- 450 Potable Water Series

24 Months from the Date of Purchase or 30 Months from Date of Manufacture

- 519/522 Condensate Series

12 Months from the Date of Purchase or 18 Months from Date of Manufacture

- 314 Transfer Pump
- 140 & 4140 Sump/Effluent Series
- 270 Sewage Series
- 160/180/190 & 4160/4180/4190 Series
- 280/290 & 4280/4290 Series
- 404/405 & 4404/4405 Series
- 5030 thru 5035 Turbine Effluent Pumps
- 51/142/5054 Centrifugal Effluent Series

36 Months from the Date of Purchase / Date of Manufacture

- 53/57 Sump/Effluent Series
- 98 Sump/Effluent Series
- 137 Sump/Effluent Series
- 151/152/153 Effluent Series
- 264/266/267 Sewage Series
- 12V Aquanot Batteries
- 540 FLEX™ Water Powered Backup
- Qwik Jon® Ultima Grinder 202/204 Units
- 803/805/807 Shark Series Grinder
- 818/819/820 Shark Series Grinder

60 Months from the Date of Purchase / Date of Manufacture

- M63 Premium Sump Series
- M95 Premium Sump Series

Limited Lifetime Warranty

- 170-0078/0144 WW1 Effluent Filter

THESE ITEMS ARE NOT COVERED UNDER FIELD DESTROY PROGRAM! These items would either need to be taken to an ASWC Service Provider OR returned to the factory for a warranty evaluation. (For DC Aquanot Systems, ProPaks, Package Systems, Drain Pumps or an RMA Request, please contact your local factory representative OR returns@zoeller.com)

- 810/815 Shark Grinder
- 840/841/842 Shark Grinder Series
- ALL Bronze Series Pumps
- ALL Explosion-Proof/Hazardous Environment Pumps
- ALL 600 Series Non-Clog Pumps
- Qwik Jon® Premier/Choice Grinder Tanks
- ALL Control Panels/A-Pak Alarms
- ALL Zoeller Engineered Products

It is the responsibility of the representative in the field to properly evaluate the product for warranty consideration.

- With the addition of the electronic field destroy process, the customer can now fill out the request for credit. It will still be the responsibility of the representative to monitor what is being field destroyed. If the customer makes repeated errors, it may be requested that the representative take over the processing of the warranty items. Whether or not the customer fills out the form will be the responsibility of the representative, unless Zoeller requests the representative to process an individual customer.
- It is **STRONGLY** encouraged NOT to field destroy an entire system. This includes, but not limited to, 912 Sewage systems, ProPak DC systems, DC Stand-Alone systems, Oil Guard systems. For example, the 266 can be field destroyed for a 912 or the M53 can be field destroyed for a ProPak - but there is no reason to destroy the entire system.
- Any exception from standard warranty for Zoeller products will require prior approval by a member of the Zoeller Pump Company Sales/Marketing management staff.
- Zoeller Pump Company will monitor each customer's return percentage and may occasionally require some units to be returned for quality assurance and auditing analysis in determining program changes.