



Tawanai Energy

Limited Warranty for submersible pumps

1: Warranty Limitation

All Tawanai brand submersible pump products are warranted for 11 months from the date of purchase against defect in material and workmanship under normal application and service condition, providing it has been sold by an authorized and appointed dealer and also warranty card dully filled, signed and stamped at the time of sale. Within warranty period, repairing or replacement of parts or whole pump will be performed without any charges except in the case of damage caused by accidents, misuse, tampering, lack of care or damage that attributable to acts of God.

This warranty is a return to base warranty which means the pump must be returned to the manufacturer or their authorized service center.

2: Use of Warranty

To avail the service under the warranty, you must present your pump together with this original warranty card to the authorized dealer from whom you purchase the pump. The warranty excludes labor, transportation and related costs incurred by the consumer to make allegedly defective equipment available to the factory/service center inspection, re-installation, consequential damages of any kind, reimbursement for loss caused by interruption of service, or loss of profits.

Tawanai will, at own discretion, either repair the damaged pump or replace with new one.

3: What can void the warranty.

After taking the pump out of the well, the damaged pump will be sent to the Tawanai service center without losing any nuts and bolts and without any dismantling of any part. It is to be delivered as it was provided. This compulsory so correct troubleshooting can be performed on the cause of failure. If any dismantling is done, then this warranty becomes completely void.

This warranty does not apply when the damage is caused by sand or abrasive materials pumped with the water. Or if some other fluid has been pumped through it. Also it does not apply to corrosion due to acidic water being pumped through it. Other things which can void this warranty it include improper voltage and current supply, fluctuating voltage and current supply, lightning damage, careless handling, improper grounding, alteration or improper installation.

Warranty will be void if, pump has been improperly installed, misused, neglected, damaged in transportation, repaired without the authorization of Tawanai or altered in any way from its original condition at the date of purchase.

Tawanai SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, OR CONTINGENT DAMAGES WHATSOEVER including the following :

- a. Natural wears caused galvanic flows and chemical wears.
- b. Wears caused by sand, silt or mud in the well more than the permissible limit.
- c. Wrong or improper use of pump.
- d. Application going out of the limits of use.
- e. Replace parts or repairing performed by customer or unauthorized personnel.
- f. Every kind of changed made in the product without Tawanai or their authorized dealer's permission.
- g. If original warranty card is misplaced.

THIS WARRANTY IS A LIMITED WARRANTY. ANYTHING IN THE WARRANTY NOT WITHSTANDING, IMPLIED WARRANTIES FOR PARTICULAR PURPOSE AND MERCHANTABILITY SHALL BE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY. MANUFACTURER EXPRESSLY DISCLAIMS AND EXCLUDES ANY LIABILITY OF CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF ANY EXPRESS OR IMPLIED WARRANTY