

PLEASE NOTE: This document does not address Munro Pump Stations. Munro Pump Station warranty claims are handled through our National Service Manager, Mark Williams: 970-270-0400 or [mwilliams@munropump.com](mailto:mwilliams@munropump.com).

## WARRANTY TERMS

Munro's warranty term is twelve (12) months from date of installation or (18) eighteen months from date of shipment, whichever occurs first. The warranty covers defects in materials and workmanship under normal use and service when properly connected for a period of 12 months or 1000 hours of operation, whichever occurs first. In the event of a failure due to manufacturing defect during the warranty period, Munro reserves the right to repair or replace the product at our discretion. Our complete warranty terms and conditions are available at: [www.munropump.com/MunroCompanies/media/Resources/Munro-warranty-statement.pdf](http://www.munropump.com/MunroCompanies/media/Resources/Munro-warranty-statement.pdf)

## WARRANTY PROCESS

1. Contacting Munro – The warranty process begins when the distributor contacts Munro. Munro is not able to offer warranty reimbursements directly to end-users. Please contact Munro Customer Support at 1-800-942-4270 or [technicalsupport@munropump.com](mailto:technicalsupport@munropump.com)
2. Determining eligibility – The Munro team will speak with the distributor to collect information about the product to determine eligibility for warranty (ex: Serial Number, Invoice # and date).
3. Troubleshooting – The Munro team will attempt to remotely troubleshoot the product and attempt to determine the cause of the issue, then validate if the product is eligible for warranty.
4. Return, local repair or destroy – If it is determined that the product may be eligible for warranty, Munro will provide direction on next steps:
  - a. Return – Munro will issue an RMA to the distributor and request that the product be sent to Munro to evaluate further to determine eligibility for warranty. Product must be sent back within 10 business days.
  - b. Local repair – Munro will issue an RMA to the distributor and will work with the distributor to determine the best local resource to evaluate the product. Product must be taken to local repair facility within 10 business days.
  - c. Destroy – In some cases, Munro will issue an RMA to the distributor and request that the distributor destroy the product so that Munro can provide a credit or replacement product.
5. Shipping – If Munro requests that the product be shipped to our facility, the distributor is responsible for shipping, following Munro's packaging and shipping guidelines, at their expense. If the product is found to be eligible for warranty, the freight to Munro will be reimbursed.
6. Determination – After evaluation of the product by the Munro team or the approved outside service center is completed and the product is found to be eligible for warranty, the product will be repaired or replaced at our discretion and returned to the distributor at our expense. If the product is not eligible for warranty, we will offer the distributor the option of returning the product as-is or Munro repairing the product at the distributor's cost; or Munro destroying the product at no charge.

Please contact our Operations Director, Gerald Gigoux, with any questions about these procedures or any other Munro procedures, at [ggigoux@munropump.com](mailto:ggigoux@munropump.com) or 970-263-2218.