

# Program Overview



**We Want To Be Your Pumping and Mixing Solution For Life.**

Over the lifetime of an ordinary pump, mechanical seal repair, replacement and related costs can represent a significant expense—sometimes more than the original cost of the pump. With a WILO EMU pump, you get a mechanical seal so tough that it's eligible for a Lifetime Mechanical Seal Warranty—a warranty that completely eliminates mechanical seal repair, replacement and related costs. (See Eligibility Requirements.) This adds an unusually high level of predictability to pump total life-cycle costs and provides WILO EMU pump owners with a level of protection unparalleled in the industry.

Mechanical seal performance is an extremely important aspect of pump life-cycle cost and there should be few, if any, unplanned mechanical seal failures with properly engineered, manufactured and installed pumps. WILO EMU pumps and their mechanical seals are exceedingly well designed and are manufactured to stringent specifications. Because of this, WILO EMU pump owners experience minimal maintenance costs, less down time and maximum pump station efficiency. The Lifetime Mechanical Seal Warranty is now being offered on eligible pumps to add further to the peace-of-mind experienced by WILO EMU pump owners.

The Lifetime Mechanical Seal Warranty requires that the purchaser complete all operations and maintenance in strict compliance with directives set forth in the WILO EMU Operation & Maintenance Manual supplied with the pump. In addition, installation must comply with the Hydraulic Institute standards ([www.Pumps.org](http://www.Pumps.org)) and best engineering practice in effect at the time of purchase (a copy of these standards will be provided to each purchaser, covered by this program).

Should a seal fail in a WILO EMU pump with the Lifetime Mechanical Seal Warranty, WILO EMU will repair or replace the mechanical seal and will do so for the life of the pump. The Lifetime Mechanical Seal Warranty is not limited to hours of operation nor is it prorated. The option to repair or replace the seal belongs to WILO EMU. (Some exclusions apply, see the actual Lifetime Mechanical Seal Warranty for details.) The Lifetime Mechanical Seal Warranty applies to the original end-user and specifically does not cover any defect or damage to any other component other than the mechanical seals including ancillary damage potentially caused by mechanical seal failure.

It is important to note that the Lifetime Mechanical Seal Warranty is in addition to the Five-Year Limited Warranty provided with every WILO EMU pump.



# Program Eligibility



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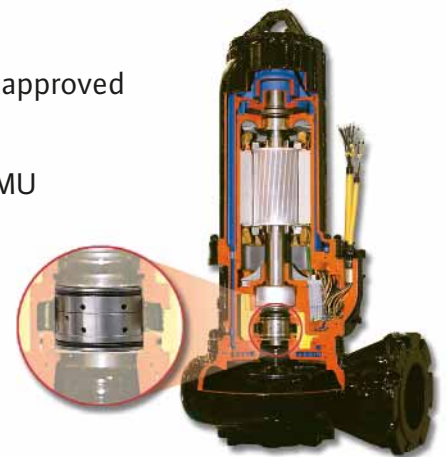
For the mechanical seal in any WILO EMU pump to be eligible for the Lifetime Mechanical Seal Warranty Program the following conditions apply—

## For New Installations:

- 1) The requirement of a lifetime mechanical seal warranty must be in bid specifications and required of all participating suppliers.
- 2) The wet well for any eligible WILO EMU pump must be designed in accordance with the applicable sections of the current edition—at time of purchase—of the Hydraulic Institute Standards ([www.Pumps.org](http://www.Pumps.org)) and best engineering practice.
- 3) All operational and maintenance requirements of the WILO EMU Pump Five-Year Limited Warranty as well as those of the Lifetime Mechanical Seal Warranty must be met.
- 4) Application must be for municipal wastewater, only.

## For Retrofit installations:

- 1) The requirement of a lifetime mechanical seal warranty must be in bid specifications and required of all participating suppliers.
- 2) Modifications and recommendations to installations must be approved by WILO EMU authorized personnel.
- 3) All operational and maintenance requirements of the WILO EMU Pump Five-Year Limited Warranty as well as those of the Lifetime Mechanical Seal Warranty must be met.
- 4) Application must be for municipal wastewater, only.



In all cases, eligibility must be confirmed by WILO EMU USA LLC.



# Program Procedures



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Contact your WILO EMU representative for eligibility details or for a copy of typical specifications that include Lifetime Mechanical Seal Warranty verbiage for inclusion in your specifications.

Include Lifetime Mechanical Seal Warranty verbiage in bid specifications.

Ensure that the wet well(s) is designed in accordance with the current edition of applicable sections of the Hydraulic Institute Standards ([www.Pumps.org](http://www.Pumps.org)) and best engineering practice.

(Note: In all cases, eligibility must be confirmed by WILO EMU USA LLC.)

Install pump(s) in strict accordance with WILO EMU installation instructions.

Operate and maintain pump(s) in strict accordance with the WILO EMU Operations & Maintenance Manual—including all logs and records, as required.

Report any and all seal related problems immediately to WILO EMU USA LLC.



# Five-Year Limited Warranty On EMU Pumps For Municipal Use & Lifetime Mechanical Seal Warranty



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WILO-EMU USA LLC ("EMU") offers a five (5) year Limited Warranty against specified defects as set forth below for EMU pumps used in permanent installations in accordance with and subject to all requirements of the EMU product line catalog and/or Operating Instruction Manual, when such installations are operated under normal conditions pumping wastewater at ambient temperature. Normal conditions specifically include a maximum of 15 pump starts per hour on constant speed installations or unlimited pump starts per hour on variable speed installations. This Limited Warranty may apply at the sole discretion of WILO-EMU USA LLC Engineering Department to EMU pumps that handle abrasive and/or corrosive liquids.

This Limited Warranty specifically excludes normal wear and tear of wear rings and does not cover failure caused by lightning, single-phasing, incorrect voltage, other defects or interruptions in the power supply or by splicing the electrical cable between the EMU pump control panel and the EMU pumps. Electrical Schematics, start-up reports and maintenance logs per WILO-EMU O&M maintenance instructions are required to be submitted to EMU prior to consideration of any claims under this Limited Warranty.

WILO-EMU USA LLC's sole obligation under this Limited Warranty is to, in its sole and absolute discretion, either repair, modify, or replace (i.e. correct), EMU pumps subject to this Limited Warranty. The allegedly defective EMU pump must be returned to EMU or an authorized service center freight prepaid by owner. After confirmation by EMU that a defect does exist in the EMU pump that is covered under this Limited Warranty then EMU shall, in its sole and absolute discretion, either repair, modify or replace the EMU pump and return the pumps to the owner freight prepaid.

EMU pumps received by WILO-EMU USA LLC within one (1) year from the original shipment date to customer and found to be defective as referenced above will be corrected as referenced in the previous paragraph at no charge for parts or labor. EMU pumps received by WILO-EMU USA LLC after one (1) year to less than five (5) years from original shipment date to customer will be corrected as foresaid for a charge of 50% of the then-current sale price of parts and labor. Exception: Mechanical seals will be repaired or replaced, in the sole and absolute discretion of WILO-EMU, for the original end-user at no charge for parts or labor for as long as the pump is in service by the original end-user regardless of hours of operation, years in service. This will be a 100% non-prorated warranty based on eligibility status. See Eligibility requirements.

THIS LIMITED WARRANTY BY WILO-EMU USA LLC IS IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. NO ONE IS AUTHORIZED BY WILO-EMU USA LLC TO EXTEND OR ALTER THE TERMS OF THIS LIMITED WARRANTY. WILO-EMU USA LLC ASSUMES NO LIABILITY FOR LOSS OF USE OR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR OTHER DAMAGES OF ANY KIND IN RESPECT TO THE USE OF THE EMU EQUIPMENT.

Electrical control panels and accessory items other than EMU pumps furnished by WILO-EMU USA LLC are covered by a Limited Warranty for a period of one (1) year from date of original shipment, subject to the conditions, limitations, and disclaimers stated above, for replacement of defective materials, provided such items are returned freight prepaid to WILO-EMU USA LLC and are determined by WILO-EMU USA LLC to be defective in its sole and absolute discretion.

This Limited Warranty shall not apply to any EMU pumps, electrical control equipment, or other items furnished which have been repaired by other than WILO-EMU USA LLC personnel, or its authorized service organizations.

