



## WARRANTY POLICY FOR SUBMERSIBLE PUMPS AND MOTORS

Northam Inc. provides a comprehensive warranty to ensure product quality and customer satisfaction. Please read the details below to understand the coverage, conditions, exclusions, and processes associated with Northam's warranty policy.

### 1. Standard Warranty Period

For registered dealers and distributors,

Northam offers for All Pump ends, 4-inch motors and 6-inch motors a **24-month warranty from the date of invoice of Northam.**

All 8", and above motors carry **18-month warranty** from the date of invoice of Northam.

All 4-inch motors and any accessories supplied by Northam but are manufactured by third parties will carry a **12-month warranty from the date of invoice of Northam.**

### 2. Warranty Coverage

Northam Inc. warrants that all products will:

- I. Be free from defects in design, except where goods are manufactured to specific customer design requirements.
- II. Meet the applicable specifications, drawings, and technical requirements.
- III. Be free from defects in materials or workmanship.
- IV. Be merchantable and suitable for the intended applications as specified by Northam.
- V. Be delivered free of liens, encumbrances, or third-party claims.
- VI. For **clean water applications only.**

### 3. Warranty Remedies

Northam reserves the right to address valid warranty claims by **repairing, replacing, refurbishing, or exchanging** the returned product with an item of equal or superior quality. If a product is no longer available, Northam may provide a replacement product with similar or enhanced features.

Northam practices a field scrap policy, allowing defective products to be scrapped in the field if authorized by Northam or its designated agent. This policy streamlines the warranty process, minimizing downtime and ensuring efficient handling of claims.

If required for evaluation, buyers must return the product to Northam's designated location, prepaying any associated shipping costs. Warranty determinations will be made solely by

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Northam's technical team. Northam will cover the shipping cost for repaired or replaced products, adhering to the original shipment terms.

#### 4. Warranty Exclusions and Conditions that Void Warranty

This warranty will be voided under any of the following conditions but not limited to:

- I. **Operational Issues:** Dry running of pumps, impure water containing sand or sediment, or installation without adequate protection systems.
- II. **External Damage or Misuse:** Cosmetic damage, accidents, misuse, abuse, negligence, improper installation, operation, or maintenance.
- III. **Unauthorized Modifications:** Unauthorized alterations, attempted repairs, or servicing by anyone other than a Northam-authorized service provider.
- IV. **Incorrect Application/Installation:** Installation errors or incompatible accessories and control panels.
- V. **Environmental or External Factors:** Acts of God or natural disasters, water hammer, electrical surges, upthrust damages due to improper pump selection, improper control settings, and connections.
- VI. **Unauthorized Purchases:** Products purchased from internet, non-authorized Northam dealers or distributors are ineligible.
- VII. **Others:** Other reasons beyond Northam's control. Some examples of motor/pump/control failures that are not covered under this policy include but are not limited to: absence of a check valve internal or external, top feeding wells without a motor flow sleeve, water hammer, electrical surges, and lightning incidences, improper control setting/connections and up thrust damage. Refer to the Northam Inc. Warranty statement and installation manual for additional details.

*Additional exclusions apply for normal wear items, including pump shaft seals, capacitors, and other components subject to routine maintenance.*

#### 5. Required Documentation for Warranty Claims

To process a warranty claim, the following information must be provided:

- **Customer Name**
- **Return Request Date**
- **Purchase Place and Date**
- **Order Number**
- **Contact Information** (including name, phone number, and email)
- **Product Serial Number**
- **Quantity** of items to return

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- **Detailed Description of the Problem** (include photos or videos if applicable to aid in diagnostic analysis)

*Please note: Products returned without adequate or secure packing which could hinder testing may be rejected.*

## **6. Disclaimer**

Northam's Limited Warranty supersedes any oral statements made by Northam representatives, sellers, or third parties regarding product sales. Oral statements should not be relied upon as they do not constitute a warranty or form any part of the sales contract. The buyer's exclusive remedy under this warranty is limited to Northam's choice of repairing, replacing, or refunding the purchase price of the product, provided it is returned in accordance with Northam's return instructions.

The cost of shipping a repaired or replaced product to the buyer will be covered by Northam under the same shipping terms as the original purchase. However, the buyer will assume all other costs, including those associated with dismantling, removal, reinstallation, and any labor, materials, or incidental expenses related to warranty claims. Northam will not be liable for any incidental or consequential expenses arising from the repair, replacement, or return of a product under this Limited Warranty.

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**EXTENDED WARRANTY PROGRAM FOR DEALERS AND DISTRIBUTORS FOR SUBMERSIBLE PUMPS AND MOTORS**

**Northam Inc. Registered Product Extended Warranty**

Northam Inc. offers an **extended warranty** on eligible products when registered on our Sales Manager/Website within **30 days of purchase**. This extended warranty is exclusive to Northam products and does not apply to external components like third-party motors or accessories. It is the customer’s responsibility to adhere to the warranty guidelines provided by third-party manufacturers, where applicable. Northam retains sole discretion in determining whether product failure is due to a **manufacturing defect or workmanship issues** causing premature failure.

**Extended Warranty:**

Northam offers an extended warranty on specific products if registered and installed according to the following guidelines:

**I. Pump Products**

|                          |               |
|--------------------------|---------------|
| 4-Inch Submersible Pumps | 60 months (1) |
| 6-Inch Submersible Pumps | 36 months (2) |

(1) 5 Years (60 months) from the invoice date. Must be installed with Northam Motor/Northam provided motor and Northam control box (in-case of single-phase connection).

(2) Extended warranty is 36 months from invoice date, applicable only when installed with a Northam Motors.

**II. Motors and Controls**

| Description | up to 1.5HP   | 2 to 5 HP     | 7.5 HP        | 10 HP         | 15 HP | 20 to 60 HP | 75 to 250HP |
|-------------|---------------|---------------|---------------|---------------|-------|-------------|-------------|
| 4 " Motors  | 60 months (1) | 60 months (1) | 60 months (1) | 60 months (1) |       |             |             |

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|                          |           |                  |                  |                  |                  |                  |                  |
|--------------------------|-----------|------------------|------------------|------------------|------------------|------------------|------------------|
| 6 " Motors               |           | 36 months<br>(2) | 36 months<br>(2) | 36 months<br>(2) | 36 months<br>(2) | 36 months<br>(2) |                  |
| 8 " Motors               |           |                  |                  |                  |                  | 24 months<br>(3) | 24 months<br>(3) |
| Single-Phase Control Box | 36 months | 36 months        | 36 months        | 36 months        | 36 months        |                  |                  |

(1) For Distributor ONLY when installed with a Northam/Northam provided motor & control box (in-case of single-phase connection) from date of invoice of Northam.

(2) For Distributor extended warranty is 36 months from date of invoice of Northam.

(3) For Distributor extended warranty is 24 months from date of invoice of Northam.

## 8. Extended Warranty Requirements

The following conditions must be met for the extended warranty to be valid:

- I. **Distributor Registration:** Distributor must be enrolled in Northam’s Distributor Program at the time of purchase.
- II. **Distributor Account Status:** Distributor must be approved by Northam After Sales Team for Northam’s Distributor Extended Warranty Program and maintain their account in good standing.
- III. **Claims Submission:** All warranty claims must be processed through an authorized Northam distributor.
- IV. **Extended Warranty Registration:** Registration of extended warranty (including end-customer name, contact information, and product serial number) must be submitted within 30 days of distributors invoice date to customer. Failure to register within this timeframe limits coverage to the standard warrantee period.
- V. **Material and Workmanship Coverage Only:** Extended warranty applies only to material or workmanship defects. Exclusions for environmental or external damages remain in effect as described under Standard Warrantee.
- VI. **Installation Requirements:** Four-inch and six-inch single-phase motors provided by Northam must be used with Northam control boxes to qualify.
- VII. **Geographical Limitations:** This warranty is valid only in the USA and Canada.
- VIII. **Replacement Policy:** Replacements provided under extended warranty are covered only for the remaining warranty period of the original product.
- IX. **Others:** Other reasons beyond Northam’s control. Some examples of motor/pump/control failures that are not covered under this policy include but are not limited to: absence of a check valve internal or external, top feeding wells without a

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motor flow sleeve, water hammer, electrical surges, and lightning incidences improper control setting/connections and up thrust damage. Refer to the Northam Inc. Warranty statement and installation manual for additional details.

**Note:** Extended warranty does not cover products sold through unauthorized online sources or non-Northam dealers.

## **9. Extended Warranty Limitations**

Products returned through the Extended Warranty program may only have specific components repaired or replaced. This applies especially to parts subject to normal wear and tear, which may not be covered under the warranty.

This policy aims to provide clarity and support to Northam's valued dealers and distributors, ensuring efficient processing of eligible claims and maintaining high standards of product quality. Northam Inc. reserves the right to modify this warranty policy as needed to best serve its customer base.

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