

ITT Marlow Warranty Statement, Policy & Procedure

General Warranty Statement:

Attached you will find a copy of the ITT Marlow product warranty statement. The purpose of this statement is to provide our customers with additional security and remedy against defects in the materials and/or workmanship of ITT Marlow product. The benefits of this remedy process are limited to the adjustment, repair, or replacement of the product, at the option of ITT. This warranty applies to a time period of 12 months from date of initial operation, but not more than 18 months from date of shipment from the factory. This warranty does not provide inclusion of field labor or service.

Vendor supplied motors and other items not of ITT manufacture, are covered thru the warranty of the specific manufacturer. Warranty claims on these items are to be processed in accordance with the procedures of that vendor. It is often most helpful to consult the web-site service/support information for a specific supplier. Common motor suppliers like US, Marathon, Baldor, etc., have copies of their warranty statements and local service station lookup tools available on-line. This warranty does not provide inclusion of field labor or service.

Additional Warranty Process Information:

Warranty for items of ITT and vendor supplied products is limited to remedy of defects in the materials and/or workmanship of the product. Failure stemming from other factors including but not limited to shipping damage, handling, improper start-up procedures, mis-application, improper operation, abuse, improper or lack of maintenance, and similar application and operational related causes are not covered.

Failure of primary wear items including mechanical seals, bearings, coupling sleeves, etc., are not covered under warranty except in specific and clear cases of mis-installation or mis-application from the factory.

As specific cases may arise where additional consideration for material or labor may be merited, these requests must be submitted in writing to the ITT Field Service group in advance of any repair work in the field. Special consideration is not the norm however and will not be offered for failure of primary wear items on any ITT Marlow product. Review of special warranty consideration requests will only be granted in cases where the standard warranty process has been pursued and exhausted as the initial means of resolution.

Field Service and labor support on the job-site are not provided thru ITT. The three primary means of correcting a product warranty claim include:

1. The parts are replaced on site by the customer or distributor service group and then returned to the factory for warranty consideration thru our eRMA (electronic returns) process.
2. The pump unit is removed and brought to a local authorized ITT service station for inspection and repair.
3. The pump unit is removed and returned to the factory for inspection and repair.

eRMA Process:

To simplify and expedite the returns process for warranty parts or product evaluations and repairs, ITT uses an electronic returns authorization system also known as the eRMA.

To submit a warranty product return request, we simply need an e-mail stating your company name, your contact name and phone number, the part number (from the pump (not motor) nameplate, the product date code from the pump nameplate, the quantity of pieces being requested for return, part numbers for any specific replacement parts requested for return and credit consideration, the date of installation, a reason for the return (brief explanation of warranty defect), and any supporting order number or PO numbers where available.

For warranty requests, e-mails should be directed to the following contacts:

1. mark.pondel@itt.com
2. kevin.pape@itt.com

For non-warranty requests, e-mails should be directed to the following contact:

1. bill.dreyer@itt.com

For authorized returns, ITT will e-mail back a copy of the eRMA form to you. We ask that you attach a copy of the eRMA form with the return shipment packing slip and also mark the return packaging with the return authorization number in two visible places to help with factory identification of the return material.

General Contacts:

To help get the best possible response to inquiries related to warranty and non-warranty issues that go beyond the normal process considerations, the following contacts are provided. Please note that these are individual contacts for emergency or special issues only. As we are not set up as a call-center, we will respond to calls in the order that they are received. At peak business periods, same day response may not be possible.

Field Service – Warranty Administration & Control Group:

Mark Pondel
Manager of Field Service
Phone – 847-983-5801
e-mail – mark.pondel@itt.com

Kevin Pape
Field Service Engineer
Phone – 847-983-5800
e-mail – kevin.pape@itt.com

Customer Service – Non-Warranty Administration

Bill Dreyer
Customer Service
Phone – 847-983-5805
e-mail -- bill.dreyer@itt.com