



Pulsafeeder, Inc.  
27101 Airport Road  
Punta Gorda, FL 33982  
www.pulsafeeder.com

## Policies and Procedures

### 1. **Manufacturer's Equipment Warranty**

- a. Pulsafeeder warrants all pumps and controllers of its manufacture to be free of defects in material or workmanship. Liability under this policy extends for 24 months from date of shipment from the factory. The manufacturer's liability is limited to repair or replacement of any failed equipment or part which is proven defective in material or workmanship upon manufacturer's examination. This warranty does not include removal or installation costs and in no event shall the manufacturer's liability exceed the selling price of such equipment or part.
- b. The manufacturer disclaims all liability for damage to its products through improper installation, maintenance, use or attempts to operate such products beyond their functional capacity, intentionally or otherwise, or any other unauthorized repair. The manufacturer is not responsible for consequential or other damages, injuries or expense incurred through the use of its products.
- c. The above warranty is in lieu of any other warranty, whether expressed or implied. The manufacturer makes no warranty of fitness or merchantability. No agent of ours is authorized to provide any warranty other than the above.

### 2. **Pulsafeeder's Parts and Accessory Warranty**

- a. Pulsafeeder, Inc. warrants parts and accessories provided to be free of defects in material or workmanship. Unless otherwise noted below, liability under this policy extends for 90 days from date of shipment from the factory when sold as service parts. (Replaceable elastomeric parts are expendable and are not covered by any warranty either expressed or implied.)
- b. This policy is extended to a full 12 months from the date of installation or 18 months from shipment from the factory whichever comes first on the following accessories:  
Intelliscan  
Digital Glycol Feeders  
Analog Timers  
Water Meters  
Flow Controllers
- c. MicroTrac and MicroVision toroidal probes are warranted for 24 months from date of shipment from the factory when purchased in conjunction with the controller.
  - i. All other electrodes/probes and sensors are considered maintenance items and such are warranted for six (6) months from the date of shipment when purchased in conjunction with the controller.
  - ii. Any electrodes/probes and sensors purchased as spare parts are warranted for 90 days from date of shipment.
- d. The manufacturer's liability is limited to repair or replacement of any failed equipment or part which is proven defective in material or workmanship upon manufacturer's examination. This warranty does not include removal or installation costs and in no event shall the manufacturer's liability exceed the selling price of such equipment or part.
- e. The manufacturer disclaims all liability for damages to its products through improper installation, maintenance, use or attempts to operate such products beyond their functional capacity, intentionally or otherwise, or any unauthorized repair. The manufacturer is not responsible for consequential or other damages, injuries or expense incurred through the use of its products.
- f. The above warranty is in lieu of any other warranty, whether expressed or implied. The manufacturer makes no warranty of fitness or merchantability. No agent of ours is authorized to provide any warranty other than the above.

### 3. **Process for All Returned Goods**

- a. Please contact our Customer Service Department to request a RMA (Return Material Authorization) number prior to returning any goods. The following information will be required:
  - i. Billing and ship-to address
  - ii. Model number and serial number
  - iii. Contact name and phone number
  - iv. Reason for return
  - v. Purchase order (where applicable)



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- vi. A packing slip will be provided to the shipper and MUST accompany the product being returned. Packages received without our proper packing list will be refused by the receiver.
- b. All material must be returned freight prepaid.
- c. All material must be properly packaged to prevent damage in shipment.
- d. All products MUST be wiped and flushed clean of any and all chemicals, solvents or buffers and be warranted to be safe for handling. You will be requested to acknowledge the condition of the product being returned on our packing list. Any product received that is deemed to be unsafe for handling or without this acknowledgement will be refused by our receiver.
- e. A RMA for returning product for credit is effective for 90 days from the date of issue. After 90 days if the product has not been returned to Pulsafeeder the RMA number will be cancelled, and a new request must be made by the customer to continue with the return procedure.

**4. Non-Warranty Return Procedure**

- a. If you are experiencing a concern with your Pulsafeeder product, first consult the distributor, dealer or Regional Sales Manager or the operation and maintenance manual for assistance. If service of your non-warranty unit is necessary, you must request a return material authorization. A RMA form will be issued and must be used as the packing list attached to the outside of the box. Please send the unit freight prepaid with the RMA number visibly displayed on the outside of the carton. All products MUST be wiped and flushed clean of any and all chemicals, solvents or buffers and be warranted to be safe for handling. You will be requested to acknowledge the condition of the product being returned on our packing list. Any product received that is deemed to be unsafe for handling or without this acknowledgement will be refused by our receiver.
- b. The charges listed in the following table will apply.

Product	Repair Cost
Pumps and Pump Accessories – within 5 years of sale date	Current List Price x .50 x Part Discount Multiplier
Controllers and Controller Accessories within 5 years of sale date	Current List Price x .50 x Part Discount Multiplier
Any item older than 5 years from date of sale	With purchase order, \$50 bench fee to evaluate. The \$50 bench fee may be applied towards repair cost of unit or towards a new controller

- c. Extended warranty on repair goods will be offered only when the repairs were made by the factory on non-warranty units.
  - i. Microprocessor Controls – 1 year from date of shipment
  - ii. Electronic Controls – 6 months from date of shipment (excluding electronic parts)
  - iii. Standard metering pumps – 3 months from date of shipment

**5. Credit for Return of New, Unused Equipment**

- a. No equipment will be accepted beyond six months after date of shipment from factory for credit.
- b. Only new, unused and undamaged standard equipment will be accepted for return to stock.
- c. All credits are based on evaluation and acceptance of material as new and unused by Pulsafeeder. You will be requested to acknowledge the condition of the product being returned on our packing list. Any product received that is deemed to be unsafe for handling or without this acknowledgement will be refused by our receiver.
- d. A restocking fee of 25% will apply to returned goods. When a PO is provided for a replacement item at the time of the return request the restocking fee will be 15%. Note: any product mounted on a panel or skid will be charged a 50% re-stocking fee.
- e. A request for a Returned Material Authorization (RMA) number must be made prior to returning product to Pulsafeeder.
- f. All equipment shall be returned with the RMA Packing List form attached to the outside of the box.
- g. If any chemical, solvent or buffer has been introduced into the product it must be wiped and flushed clean of any and all substances prior to returning to Pulsafeeder.
- h. All material shall be returned freight prepaid.
- i. Private label products or Engineered Panel Mount Systems are not returnable.



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**6. Pricing Errors**

- a. Pulsafeeder does their very best to avoid errors in billing. You will receive a confirmation of your order within 24 hours of order entry. If upon review the customer feels there is a discrepancy, they should contact Pulsafeeder Customer Service as soon as possible to resolve.
- b. Should an invoice be received that the customer believes to have incorrect pricing, they should notify Pulsafeeder Customer Service to investigate.

**7. Missing Items**

- a. If a product is received by the customer with an item missing the customer must notify Pulsafeeder Customer Service within 7 days of receipt of the product by the end user. A replacement item will be sent at no charge as quickly as possible.
- b. If a shipment is received by the customer with a line item missing they must notify Pulsafeeder Customer Service within 7 days of receipt of the product by the end user. If the customer had been billed for that item, a credit will be issued against the original Sales Order and a new Sales Order will be created for the replacement product.

**8. Damaged Items**

- a. Should the customer receive an order that was damaged in transit, the customer must notify the carrier directly to initiate a claim on the day of delivery.
- b. Should the customer receive a product with damaged components due to improper packaging they should notify Pulsafeeder Customer Service within 7 days of receipt of product by end user. A replacement item will be sent at no charge as quickly as possible.

**9. Technical Support Services Available**

- a. Pulsafeeder's Technical Sales Support team is available to provide all your sales and support needs. The principle mission of this group is to sell and support our customer base in a timely and effective manner. This includes the ability to provide in-field service training, assistance in start-up of our products and perform field repair of goods when required.
- b. Scope  
 Pulsafeeder, Inc. factory Field Service Technicians are available throughout the World for field services on all Pulsafeeder products. Services include:
  - i. Maintenance Training Seminars, including Classroom slide presentations and or Hands-on Training. The seminar will take approximately four to five hours, and if time permits minor repair and or adjustments may be made to the customer's pumps, controllers or accessories.
  - ii. Pre-start up inspections and start up testing/calibration of pumps, controllers and accessories.
  - iii. Field repairs of pumps controllers and accessories
  - iv. Diagnosing and recommending solutions to systems problems.

Fee Schedule	Service Rate <sup>(1)</sup>
<b>Field Repairs and Start-ups</b>	
Normal 8 hour day	\$98.00/hour
Overtime (in excess of 8 hrs, each day)	\$148.00/hour
Sundays, National Holiday	\$195.00/hour
Travel time to job site and return	\$87.00/hour
Travel expenses (air fare, hotel, car and meals)	Chargeable to customer at cost
Minimum charge	4 hours labor, plus travel time and expenses
<b>End User Training Seminars</b>	
Normal work day	\$750.00/day plus expenses (air fare, car rental, hotel and meals at cost)
Sundays, National Holiday	\$1495.00/day plus expenses (air fare, car rental, hotel and meals at cost)

<sup>(1)</sup> All rates listed in this section are actual hourly and daily rates, not reference rates.