



LIMITED WARRANTY

Scope

This standard limited warranty applies to MSQA4 oil-filled submersible motors manufactured and distributed by Villarreal División Equipos, S.A. de C.V. and sold through authorized distributors.

Warranty Coverage

AQUA PAK® warrants that the 4" MSQA4 series oil-filled submersible motors are free from defects in materials and workmanship for a period of TWO (2) years from the date of installation.

This warranty applies only to products sold directly by AQUA PAK® or through authorized distributors. Any product purchased through unauthorized channels is not covered.

Exclusions

This limited warranty does not apply if, in AQUA PAK's sole judgment, the product failure results from:

- Improper handling or misuse.
- Incorrect installation or application not in accordance with the Installation, Operation, and Maintenance Manual.
- Operation under excessive or abnormal conditions.
- Pumping water containing solids such as sand, gravel, or debris.
- Severe hydraulic fluctuations or water hammer.
- Lack of proper check valves where required.
- Unauthorized repairs or modifications.
- Accidental or intentional damage.
- Damage caused by fire, riots, vandalism, or natural disasters.
- When the return shipment is not received.

Limitations of Liability

AQUA PAK®'s liability is limited solely to the repair or replacement of defective parts. AQUA PAK® shall not be liable for incidental or consequential damages, including but not limited to removal, installation, transportation costs, loss of profits, or downtime.

No employee, agent, or distributor is authorized to modify the terms of this warranty.

Warranty Claim Procedure

1. Return the product to the AQUA PAK®'s service center with a copy of the purchase invoice and warranty.
2. Shipping costs to and from the service center are the responsibility of the customer.
3. AQUA PAK® reserves the right to inspect any motor subject to a warranty claim at its Service Center before approving repairs or replacement.

Additional Terms

AQUA PAK® reserves the right to modify product design without prior notice.

Contact Information

Villarreal División Equipos, S.A. de C.V.
Morelos 905 Sur / Allende, N.L. 67350
México
Customer service: 01-800-833-50-50
Email: soportetecnico@vde.com.mx
Website: www.vde.com.mx

Customer Information

Name: _____
Address: _____
Phone: _____
Date of Purchase/Installation: _____
Invoice No.: _____

Distributor Information

Name: _____
Address: _____
Phone: _____
Seal: _____