



LIMITED WARRANTY

Scope

This standard limited warranty applies to LOTUS horizontal multistage pump manufactured and distributed by Villarreal División Equipos, S.A. de C.V. and sold through authorized distributors.

Warranty Coverage

ALTAMIRA® warrants that its LOTUS Series horizontal multistage pumps are free from defects in materials and workmanship under normal use and service for a period of YEARS (2) years from the date of original installation or the date of consumer purchase, whichever is earlier.

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

Exclusions

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

- Damage during transportation or shipping.
- Improper handling, installation, or application.
- Failure to follow the instructions in the installation and operation manual.
- Unauthorized repairs or modifications.
- Operation under excessive or abnormal conditions.
- Accidental or intentional damage.
- Damage caused by fire, riots, vandalism, natural disasters, or acts of God.
- Non-delivery to authorized service center after customer shipment.

Limitations of Liability

ALTAMIRA®'s liability is limited solely to the repair or replacement of defective parts. ALTAMIRA® 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 ALTAMIRA®'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. ALTAMIRA® reserves the right to inspect any motor subject to a warranty claim at its Service Center before approving repairs or replacement.

Additional Terms

ALTAMIRA® 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: _____