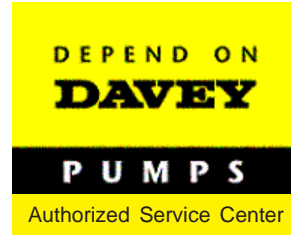




Primo Pumps & Fire Equipment

A Division of Western Datalynx Inc.

2055 Prosperity Lane, Placerville, CA 95667
PH (866) 626-7867 email: sales@primopumps.com



Pump Repair Request Form (Effective 09/01/2011)

Note: By completing this form you certify that you have read and agree to our Terms and Conditions on the reverse.

To obtain both Warranty and Non-Warranty Repair Service in the U.S., complete this form along with the Credit Card Authorization on the reverse (Your card will only be charged for any non-warranty service or non-warranty parts), package your pump securely and **ship your pump postage prepaid and insured for its full replacement value via UPS or FEDEX** to us at the address above (**Do not ship pumps via U.S. Postal Service**).

Name _____

Address _____

Phone # _____ Email _____

Pump Model # _____ Serial # _____

TYPE OF SERVICE REQUESTED:

Warranty Purchase Date _____ (A copy of your receipt must be included to be covered under warranty)
Upon receipt and confirmation the pump is covered under warranty, we will inspect your pump, perform any necessary repairs and ship your pump back to you at no charge or ship you a replacement pump of the same model at no charge. If the pump is deemed to be out of warranty or, after our initial inspection, the repairs are found to be non-warranty we will proceed with our Non-Warranty service as outlined below.

Non-Warranty **Upon receipt a \$100 non-refundable flat rate service fee will be charged to your Credit Card.** This service fee covers both our inspection and any additional labor necessary to repair your pump. The only additional charges for a repair will be for parts and return shipping. After inspecting your pump we will determine the parts cost necessary to effect repair. If the total repair parts cost is less than \$250 we will perform the repair and return the pump to you via UPS GROUND. If the total repair parts cost is \$250 or more you will be contacted with an estimate before we proceed with any repairs. Note: Pumps left with us for repair over 30 days without contact from the customer will be subject to disposal with no compensation to the pump owner.

Please describe the problem you are experiencing with your pump:

- Pump won't run No lights No sound
- Pump hums but does not pump water/produce pressure
- Pump runs but does not produce correct pressure
- Pump runs but sounds bad (grinding or other noises)
- Other (Please describe) _____

Pump application: Domestic Water Irrigation Only Other _____

Water supply: Municipal Well Storage Tank (Above ground)

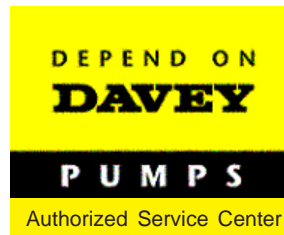
Maximum incoming water pressure: _____ psi Storage Tank (Below ground)



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Davey Water Products Limited Warranty

1. The guarantee period commences on the date of original purchase of the equipment. Evidence of this date of original purchase must be provided when claiming repairs under guarantee. It is recommended you retain all receipts in a safe place.
2. Davey products are warranted to the original user only to be free of defects in material and workmanship for a period of 12 months from date of installation, but no more than 24 months from date of manufacture. Davey's liability under this warranty shall be limited to repairing or replacing at Davey's option, without charge, FOB Davey's distribution center or authorized service agent. Davey will not be liable for any costs of removal, installation, transport or any other charges that may arise in connection with the warranty claim.
3. This guarantee is subject to due compliance by the original purchaser with all directions and conditions set out in the Installation and Operating Instructions. Failure to comply with these Instructions, damage or breakdown caused by fair wear and tear, negligence, misuse, incorrect installation, inappropriate chemicals or additives in the water, inadequate protection against freezing, rain or other adverse weather conditions, corrosive or abrasive water, lightning or high voltage spikes or through unauthorized persons attempting repairs are not covered under guarantee. The product must only be connected to the voltage shown on the nameplate.
4. Davey shall not be liable for any loss of profits or any consequential, indirect or special loss, damage or injury of any kind whatsoever arising directly or indirectly from the product or any defect, and the purchaser shall indemnify Davey against any claim by any other person whatsoever in respect of any such loss, damage or injury.
5. Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. The warranty gives you specific legal rights and you may also have other rights which vary from state to state.
6. This guarantee applies to all states and territories of United States of America and Canada only.

Credit Card Authorization and Policy (Only required for Non-Warranty Service)

Card Type: Visa Mastercard Discover American Express

CC# _____ Exp _____

I hereby authorize Western DataLynx Inc. to charge my credit card for all services performed per the below listed Terms & Conditions of Sale.

Cardholders Name

Cardholders Authorized Signature

Terms and Conditions of Sale for Repair Services

GENERAL: All non-warranty services are subject to a \$100 service fee plus applicable parts and return shipping charges. All repairs will be billed at prices in effect at time of order or as quoted in a valid written estimate. Payment is due when services are rendered and all sales are final.

REPAIR SERVICES LIMITED WARRANTY: Repair services are warranted for 90 days from date of service. Only parts sold by Western DataLynx, Inc. are covered under this warranty. (NOTE: Engine warranties are handled directly by engine manufacturers authorized service centers.) *All products & services are sold on condition that the user will evaluate them to determine their suitability for their particular application. As we have no control over a customers use, maintenance or application of our products, our liability under this warranty is limited to servicing, adjusting or replacing any merchandise returned to Western DataLynx Inc. under this warranty.* Western DataLynx shall not be liable for any loss of profits or any consequential, indirect or special loss, damage or injury of any kind whatsoever arising directly or indirectly from any repair services performed.

This warranty is effective for 90 days after shipment to the customer when the merchandise is returned, transportation charges prepaid by the customer, and when upon our examination, it is disclosed to our satisfaction to be defective. If the fault has been caused by misuse, abnormal conditions of operation, tampering or modification, repairs will be at the expense of the customer. In this case, an estimate will be submitted for customer approval before the work is started. NOTE: All shipping charges are responsibility of the customer and will be billed accordingly.

CLAIMS FOR DAMAGE IN TRANSIT: Upon receipt, if any damage is found contact our Customer Service Department immediately so we can file a claim. Make sure to retain all packaging materials for inspection by the carrier. A full report of the damage must be obtained by the claim agent and forwarded to us. We will then advise you of the disposition to be made and arrange for repair or replacement.