



## LIMITED WARRANTY

### Scope

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

### Warranty Coverage

AQUA PAK® warrants that its SIGMA Series sump pumps are free from defects in materials and workmanship under normal use and service for a period of EIGHTEEN (18) months from the date of original consumer purchase.

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:

- 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-receipt of the product at the designated service center after shipment by the claimant.

### 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 pump 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](mailto:soportetecnico@vde.com.mx)  
Website: [www.vde.com.mx](http://www.vde.com.mx)

#### Customer Information

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

#### Distributor Information

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Seal: \_\_\_\_\_