



## TYPES of FAILURES that are NOT WARRANTY\*

<b>For electric motors, submersible and surface mounted:</b>
Incorrect voltage; high voltage, low voltage
Voltage surges, power surges from grid power or a generator
Lightning strikes or surges from lightning
Incorrect cooling flow/velocity
Excessive starting and stopping
Incorrect water flow over the submersible motor leading to overheating
Hot water over motor size rated temperature
Corrosion of motor from compounds in the water
Corrosion of the motor from stray DC current/voltages/electrolysis
Top feeding, cascading bores for submersible motors
Incorrect or no 3 phase overload protection
Too small a drop cable, starving the motor of voltage
Incorrect or poor quality cable splice from the motor to the drop cable
Damaged or cut submersible motor lead and/or drop cable
Using orange circular cable as submersible drop cable
Incorrect kW start panel to kW motor
Incorrect wiring of motor leads into control panel
Incorrect ramp times on Soft Starters and Variable Frequency Drives
Damaged mechanical seals from grit or sand
Flooding of surface mounted motors
Water inside surface mounted motors
Worn splines on submersible motors
Back spinning of submersible motor causing bearing wear
Broken shaft
Encrustation of motor shell leading to overheating of submersible motor

<b>For pumps:</b>
Water hammer, water shocks and resultant damage
Cavitation
Dry running, no water in the bore, tank, wet well or pipeline
Incorrect placement of the bore pump into the screens
Side loading of bearings, incorrect attachment/alignment of pump to motor
Broken shaft
Build up of sand – lime -iron oxide - calcium
Block/obstructed inlet strainer
No oil in Oil Lubricated Line Shaft pump column
Corrosion of pump from compounds in the water

\*The above is not a complete list, offered as a guide only. These types of failures are caused by/from the site, installer or operator relating to incorrect installation and/or operation and/or site condition.

Unauthorised dismantling of product within warranty period
--

Refer to Sterling Pumps warranty for more details.