



## LIMITED WARRANTY

### Scope

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

### Warranty Coverage

ALTAMIRA® warrants that the 4" and 6" TRUST series encapsulated 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 ALTAMIRA® or through authorized distributors. Any product purchased through unauthorized channels is not covered.

### Exclusions

This warranty is void under any conditions that ALTAMIRA® determines affect product performance, including but not limited to:

- 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.
- Damage caused by fire, riots, vandalism, or natural disasters.
- When the return shipment is not received.

### 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 motor to ALTAMIRA®'s Service Center with a copy of the purchase invoice and this warranty certificate duly signed.
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](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: \_\_\_\_\_