

# Service & Repair Service

for

## Industrial and vacuum pumps

Tuma Pumpensysteme GmbH  
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[www.tumapumpen.at](http://www.tumapumpen.at)

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TUMA Pumpensysteme GmbH offers you a fully equipped workshop and specially trained personnel for

- Repairs of all popular pump brands
- Performance check of your pump with modern testing equipment
- Commissioning
- Maintenance and services
- Final inspection with test report \*

### Services

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#### **Performance check complete:**

(electric, hydraulic, mechanical) incl. design on test bench, capture of at least 5 operating points, vibration check bearings, temperature cut bearings, at a flat rate.

**Note:** applies only to pumps of simple construction, special pumps for high temperatures can only be tested with 20 °C water, test pressure max. 16 bar, hydraulic pressure test up to max. 100 bar, customer motors up to max. 22 kW, complicated construction will be charged according to time.

**Quick test for simple pumps:** electric, hydraulic, mechanical

**Alignment service with laser:** Standard coupling alignment incl. tilting foot and stainless steel base up to shaft diameter 60 mm

**Painting service:** Layer thickness, sandblasting, painting in RAL colors

**Cost estimation:** will be made according to effort, in case the repair order is not issued € 50,- + disposal fee will be charged.

**Inquiry:** Send us your service or repair request to [service@tumapumpen.at](mailto:service@tumapumpen.at) or fill out the form for the repair report here.

## Repair report

Please send, fax or email this repair report:

**TUMA PUMPENSYSTEME GMBH**  
Eitnergasse12  
A-1230 Wien

**Phone:** +43(1) 914 93 40  
**Fax.:** +43(1) 914 14 46  
**E-Mail:** service@tumapumpen.at  
**Web:** www.tumapumpen.at

### Your Contact details

Company

Phone

Contact person

Fax

Street/House number

E-Mail

Postcode

Place

Date

### Information about the affected pump (Always flush and empty pumps)

Pump type

Pump number

Producer

1	_____	_____	_____
2	_____	_____	_____
3	_____	_____	_____

Remark / Note / Damage Description

Requested delivery date

1	_____	_____	_____
2	_____	Number of pallets	Weight in kg
3	_____	_____	_____

### Our free pick up service Austria (after consultation removal or installation service)

Pick up and cost estimation

Pick up and immediate repair

Pickup address and contact details (if different from the above named customer):

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## Conditions

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### 8. **Additional conditions for repairs**

- 8.1 Upon handover of the repair item to TUMA, the owner accepts the following detailed repair conditions.
  - 8.1.1 For repair orders, the services recognized by the seller as being appropriate provided and charged on the basis of the incurred effort. This also applies to services and additional services, the expediency of which only becomes apparent during the performance of the order, whereby no special notification is required for this purpose.
  - 8.1.2 The effort for the preparation of repair offers or for the appraisal is the Buyer billed in case of non-approval.
  - 8.1.3 Repair items for which there is no dispatch order can be submitted 8 weeks after Repair completion or written quotation and oral or written notification sent for shipment, or scrapped in case of refusal of acceptance.
  - 8.1.4 If the purchaser restricts the repair we have proposed, warranty claims are thereby excluded.
  - 8.1.5 No liability can be accepted for damage that occurs in the course of the repairs despite proper handling.
  - 8.1.6 Repairs are, if not agreed otherwise, to be paid promptly upon pickup and without deduction of cash discount.
  - 8.1.7 If the repair has been registered, collection of the pump within Austria is free of charge. The return transport of the repaired pump is also free of charge, if not approved, the return transport will be charged.
  - 8.1.8 Old parts are - unless otherwise agreed - free of charge into our ownership.