



HOW INDUSTRIAS DOLZ GUARANTEES THE WATER PUMP PROTECTION DURING DELIVERY?

Industrias Dolz avoid this problem by the packaging.



Individual carton boxes with minor possible space between box and pump (for the least movement of the pump).



Plastic impeller protected with carton when it is necessary.



Metallic gaskets protected with carton when it is necessary.



Individual boxes inside a box of pallet dimensions avoiding the existence of any gaps.



This box rests on a pallet for the correct handling and storing of the product.



WHAT SHOULD THE GARAGE DO WHEN IT OPENS THE WATER PUMP BOX?

Firstly, to check that none of the water pump components is damaged. If a damage is found, you have to verify that the box is in perfect conditions. If not, the most probable is that an incident has taken place during transport.

In anycase, you must filling and send the warranty form putting the pump in the same box as received. Do not assemble the pump in the vehicle.

Check that the received external package is not damaged. If it is damaged you must make a reclamation through the adequate channels to avoid passing the problem to the final customer. Please, remember that the product leaves the factory in perfect conditions.



WHAT MUST BE DONE BY THE SHOP OR DISTRIBUTOR WHEN RECEIVING OUR PUMPS?



CONCLUSION

- 1.- If you observe a damage in the packaging, in any transport phase, you should communicate this through the adequate channels, avoiding to pass on the problem to the final customer.
- 2.- A water pump with damages must not be assembled.