



Customer Warranty For The FlexExtend SLX-40

Congratulations on buying your FlexExtend SLX-40. All Impact Pumps products are designed and tested to deliver reliable service and peace of mind for years.

The FlexExtend SLX-40 supplied by Impact Pumps is warranted against material defects in design, material and workmanship under normal use for which it is intended. It carries a limited warranty of five (5) years from the date of purchase or six (6) years from the date of manufacture, whichever comes first.

Date of purchase: _____

Normal use in this context means that the FlexExtend is installed by an Impact Pumps authorised and trained technician in accordance with the FlexExtend SLX-40 Installation Instructions and that is supported by a Site Installation Report, registered via the Support tab on the Impact Pumps website. Further, the FlexExtend is operated and maintained in accordance with the User Guide and other documentation provided by Impact Pumps. Operating the pump outside these conditions may damage your FlexExtend and may invalidate your warranty.

Spare parts & Warranty claims

A warranty claim must be made via your local distributor within 1 month of you becoming aware of the defect or problem.

Spares and technical advice (including beyond the warranty period) are available via your local distributor. During the warranty period Impact Pumps, via its authorised network of distributors, will repair or replace, at its sole discretion, defective components or assemblies.

This warranty extends only to the original buyer at the original purchase location and should be supported by a copy of the original invoice. Pumps purchased over the internet and/or from unauthorised companies are excluded.

All warranty repairs must be performed by an Impact Pumps authorised and trained technician. Unauthorised modifications to the pump will void the warranty and repairs will then be chargeable at normal rates. The warranty is not transferable to new owners or to new locations which may be outside of the areas Impact Pumps and its distribution network is able to serve. Only in the case of dissatisfaction with your distributor's warranty service, can support be sought directly from the manufacturer via the Support tab on the Impact Pumps website. This does not affect your statutory rights.

Normal rates for repairs will be charged when the warranty is voided due to unauthorised modifications to the pump.

Warranty exclusions

This limited warranty does not cover and will be voided under the following circumstances:

1. Materials, supplies or accessories not manufactured or supplied by Impact Pumps.
2. Impact Pumps equipment that has been modified without prior approval.
3. Repairs performed by personnel not authorised by Impact Pumps.
4. Damage resulting from use of equipment not supplied by Impact Pumps.
5. Damage or wear to the FlexExtend caused by abnormal operating conditions, misapplication of the FlexExtend, incorrect maintenance, accident, acts of God, force majeure, force of nature (such as war, terrorism, fire or inclement weather), or abuse, misuse or damage (whether deliberate or accidental).
6. Incidental or consequential damages arising from any failure or defect in the pump.
7. Operating the FlexExtend outside conditions described above as normal use.
8. Storage, delivery, use or maintenance in contravention of relevant legal and regulatory requirements.
9. Losses or expenses arising from installation, use or any other cause, costs of removal, reinstallation or transportation or any other charges which may arise in connection with a warranty claim.
10. Customary wear and tear.

This limited warranty is in lieu of all other Impact Pumps guarantees or warranties expressed or implied, whether as to fitness for purpose, quality, merchantability, freedom from infringement or otherwise. No employee, agent, dealer, or other person is authorised to offer warranties on behalf of Impact Pumps. Impact Pumps reserves the right to make design changes, improvements, and additions to its products without obligation to install such in products previously manufactured.

The FlexExtend is designed for agricultural water applications. Excessively high sand, salt or mineral content can result in a shortened life for any parts in contact with liquid. In this case, the warranty may be invalidated. If in doubt, consult Impact Pumps installation/operation manuals for further information on suitable water conditions and/or send a water analysis report to Impact Pumps for verification prior to purchase. The FlexExtend is not designed to handle corrosive, abrasive and/or chemically active liquids.

Impact Pumps will not be liable for any damage or loss that may arise through a failure of a FlexExtend .

There are no express or implied warranties beyond those warranties described or referred to above. Impact Pumps shall have no responsibility or liability whatsoever for damages or injury to persons or property unless caused by its negligence. Subject thereto, Impact Pumps' aggregate liability shall not exceed the value of the FlexExtend purchase value which is the subject of the warranty claim or dispute.

Any statutory consumer rights in the territory of use are not affected.



This Warranty is valid from 1 January 2023 and replaces all previous warranty documentation which relates to the FlexExtend. It applies to all FlexExtend pumps sold and shipped from this date onwards. It remains valid until a new edition is issued and published.

Mark Bryant

CEO, Impact Pumps Limited