

To Return a Pump/ Valve for Rebuild

3/13/23

Note! The Fluid Meters (commonly called a “pump”), valves, hoses and nozzles are considered wear components and the life of each will vary, spares of each are recommended.

To return a unit, A Return Goods Authorization (RGA) number is required as well as the machine serial number from which the unit was removed. Please submit your request for rebuild by contacting us through our online store <http://store.erdmanautomation.com> or call 763-389-9475 and ask for our Parts Department.

Upon receipt, the unit will undergo technical analysis to decide if rebuild is practical.

Erdman Automation Corp reserves the right to refuse to rebuild any pump or valve at any time. It is completely our discretion which pumps and valves we can/will rebuild. Erdman will **not** rebuild Kawasaki “K-Series” Valves.

Rebuilt pumps and valves will be under the Erdman 90-day warranty from date of shipment. The warranty will apply only to fluid metering units in applications approved by Erdman.

Procedure for preparing a pump for shipment:

- 1) Disconnect the valve
- 2) Remove the nozzle
- 3) If the pump is heated, leave heaters on
- 4) Install grease zerk on valve side of pump
- 5) Shut down machine power
- 6) Pump grease into pump unit all sealant is purged from pump
- 7) Remove grease zerk
- 8) Cap both ports of pump
- 9) Remove pump from machine
- 10) Remove drive coupling from pump
- 11) Tag pump w/ RGA# for proper shipment, along with information on what sealant was used (name and manufacturer) and reason pump was sent back for rebuild (not metering correctly, seal failure, etc)

The procedure for preparing a valve for shipment follows the same model set for preparing the pump. Make sure it is sealed, greased and tagged w/ the RGA#.

Tip! If a valve is leaking around the packing nut, instead of sending the valve in for rebuild, please refer to packing nut instruction sheet and perform maintenance.

Regarding Rebuild Kits:

Many components available to you require a “run-in process.” Please take care in assembling these components and make sure that the components rotate freely before use. Binding or sticking components will destroy the integrity of the part. Although we do include a 90 day warranty for the Erdman Fluid Meters, Valves and In-House Rebuilds, we are not responsible for the life of separate components or any units that are rebuilt/ assembled by the customer.