

**Title:** SCALA2 Update and Instructions

**Bulletin Number:** SC-19-08-03

**To:** Grundfos Partners

March 8, 2019

Dear Partners,

Despite our committed efforts to deliver a top end-product, SCALA2 has not met the quality or reliability standards that you expect of Grundfos and we expect of ourselves. We have been working hard to ensure that the product quality is improved to a standard that we, our partners and the market expect from the Grundfos brand. Although we have achieved major leaps in resolving some of the finer issues over the last few months, we now recognize that there is still a risk of product leak failure for units dated PC codes 1603 and 1901. We therefore request that you urgently **return any unused and boxed product** within the PC code 1603 and 1901 in order that we may replace it with the latest reengineered SCALA2 2019 units. You may also if you choose to do so, select a credit on the returned stock to be used to purchase either MQ and/or CMBE product lines.

**Since there is no guarantee that all sold product will in fact fail, we request that already installed products should not be returned and should follow the normal field warranty process if necessary.**

The products in question have been produced from **week 3, 2016 up to and including week 1, 2019.**

#### **Why is this different to the previous stock return?**

The latest quality improvements, including a new mold design, have been tested for thousands of running hours to ensure that we are distributing the best product into the market and we are confident that SCALA2 units (post 1902 production codes) will return to normal warranty rates quite quickly. Following this announcement, we will be communicating a detailed description of all the improvements that have been made, but until then, please contact your local District Sales Manager for more details on the stock return and what options you wish to consider.

#### **Instructions to identify affected pumps**

The packaging on the Grundfos SCALA2 products each have a square label applied to the box. The label demonstrates the 4-digit code in the YYWW format.

YY represent the last two digits in the production year.

WW is the production week number of that year.

Example: 1901 = Year 2019 Week 1

The location on the label with production date code, is show below (red circle)



SCALA2 PC Code Location on Packaging

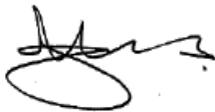
**Distributors and Reps are asked to take immediate action:**

1. Please discontinue selling product within the affected date range.
2. Contact your wholesalers/contractors who have bought affected products from your stock and have them inspect their inventory for date codes 1603-1901. All other date codes are fine to continue selling.
3. Collect affected models from your inventory, as well as wholesale/contractor inventory and prepare a list of part numbers and quantities.
4. Please note that we will not be taking SCALA2 units back after May 1st, 2019.

We deeply apologize for any inconvenience that this recall may cause, but we feel that this is the best course of action to defend yours and our reputation in the market. Our commitment to you right now is to minimize the impact to your business as little as possible during this period.

If you have further questions, please contact your local District Sales Manager. Thank you.

Yours faithfully,



Jonathan Hamp-Adams  
President (Grundfos USA)