PumpWise

An initiative to help customers

PumpWise is the cornerstone of Salamander's technical support service to customers and the means by which our customers are guaranteed -

* Selection of the right pump for the job
* The avoidance of installation pitfalls
* A third year's warranty FREE
* FORCE pumps gain two years extra warranty FREE

BulletSelecting the right pump for the job

We offer technical assistance, guidance or advice to anyone who asks. Contact our sales department.

BulletEliminate the risk of an incorrect installation

If your installation is not straightforward or if you have any reservation or doubts contact our technical department, who can be reached by telephone on 0191 516 2002 or by email on   
[tech@salamanderpumps.co.uk](mailto:tech@salamanderpumps.co.uk)

Alternatively try out our online chat facility.

BulletThird year's warranty is completely free

To qualify for the third year's FREE warranty all you have to do is contact our technical department on the day of pump installation and confirm that your installation is correct.   
  
With our Force range we will extend your warranty from three years to five years if you call us on day of installation and confirm correct installation.

BulletOn-site nationwide support

To resolve any on-site technical issues contact us. If required we can arrange for one of our Salamander service engineers to visit the installation. A Salamander engineer will resolve your problem quickly over the phone, or if that's not possible, arrange an on-site visit.

BulletWarranty Registration

You can register your pump online. This allows us to store your details on record and link your pump to your household which is beneficial should you wish to contact us with regards to your pump in the future.

Alternatively you call our team on 0191 516 2002 or return your warranty card supplied with the pump to allow us to complete registration.

BulletExtended Warranty Scheme (UK Only)

In addition to the third year warranty available free of charge we also offer the opportunity for you to extend your warranty by an additional three years for a nominal fee should you wish to do so. This can be arranged at any point during the standard warranty period provided with your pump.

This is an easy way to protect your Salamander Shower Pump and by taking out an extended warranty you will benefit from free unlimited repairs for the term of the warranty period. If your pump can't be repaired we will replace it free of charge.

If you would like any further information on our extended warranty scheme please call our PumpWise team on 0191 516 2002.

**Please Note:** Incorrect installation may invalidate a pump warranty. Please see terms and conditions