



Field Installed Product Replacement / Repair Guidelines for Goulds Pumps, Red Jacket and Bell & Gossett Product

Goulds Models: ST, PE, PS, PV, GWP (Using PS and PV), SDSST
Red Jacket Models: RSC, REP, RWW, RVW, RWP (Using RWW and RVW), RSDSST
B&G Models: SC, 1EC, 2WC, 2VW, MWP (Using 2WC and 2VW), MSDS
Date Code Range of M09 – G10

Important product safety information regarding your recent installation of an ITT Goulds, Red Jacket or Bell and Gossett pump



Effluent and Sewage Pumps – Models PE, PS, PV, GWP (Using PS and PV), SDSST REP, RWW, RVW, RWP (Using RWW and RVW), RSDSST 1EC, 2WC, 2VW, MWP (Using 2WC and 2VW), MSDS

Labor Reimbursement: \$150 per pump returned.

All affected pumps can be replaced by a qualified plumbing installer. Before completing any replacement work, the plumbing installer is required to review the detailed Installation Operation Manual for safety purposes.

- Inspect your records for affected models and date codes of installed product.
- Purchase new replacement pump from your distributor. Complete field replacement, removing affected pump with new replacement pump
- **Cut cord** from affected pump, remove electric label with serial number; and record serial number onto Labor Claim form. If label can not be removed or if not still on cord connection, record serial number from the affected pump.
- Complete attached Labor Claim Form and mail. Credit will be issued for returned product from your distributor and a VISA gift card for \$150 from ITT will be sent directly to you for labor reimbursement.

For further information regarding field installed product replacement, repair and the labor claim process, go to www.goulds.com, redjacketwaterproducts.com, bellgossett.com or call our Safety Recall Hotline at 1-866-325-4204.

ITT Corporation
P.O. Box 330
Seneca Falls, NY 13148

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 43 SENECA FALLS NY
POSTAGE WILL BE PAID BY ADDRESSEE

**ATTN: PE RECALL GROUP
GOULDS PUMPS ITT CORPORATION
PO BOX 330
SENECA FALLS NY 13148-9964**



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



Installer Name
Address
City, State, ZIP

Consumers Name
Address
City, State, ZIP

PLACE
STAMP
HERE

SAFETY RECALL NOTICE

Dear Installer:

Please note that ITT Goulds, Red Jacket and Bell & Gossett, in cooperation with the US Consumer Product Safety Commission, are formally recalling all Distributor Stock, Contractor Stock and Installed pumps of the following wastewater pump models and date codes:

Goulds Models: ST, PE, PS, PV, GWP (Using PS and PV), SDSST

Red Jacket Models: RSC, REP, RWW, RVW, RWP (Using RWW and RVW), RSDSST

B&G Models: SC, 1EC, 2WC, 2VW, MWP (Using 2WC and 2VW), MSDS

Date Code Range of M09 – G10

We are recalling these pumps because of a potential cord failure issue. When the power supply cord connection to the pump is fully submerged, there is a potential for the cord to leak water into the receptacle's electrical contacts. If the pump is installed without a GFCI or circuit breaker in the home, there is a potential of electric shock or electrocution if someone touches the pump or the water surrounding the pump.

Your support and assistance is critical to ensuring that consumers are notified of this product safety issue and that installed product is repaired or replaced appropriately. **We ask that you immediately detach the right-hand panel of this card and mail it to a consumer who may have purchased one of these pumps. You should then contact the consumer and either repair the existing pump, or replace it with a new unit.**

Instructions for labor reimbursement follow.

We appreciate your involvement and support. For more information, please contact our Safety Recall Hotline at 1-866-325-4204.

**Sump Pumps- Models ST, SC, RSC
Labor Reimbursement: \$100 per pump
returned/retrofitted.**

All affected pumps can be replaced by a qualified plumbing installer. Before completing any replacement work, the plumbing installer is required to review the detailed Installation Operation Manual for safety purposes.

All pumps requiring new replacement cord assemblies can be repaired by a trained Pump Repair Technician. To become a trained technician, one must review the "Repair Cord Assembly Replacement Instructions" video and have reviewed the detailed Installation Operation Manual. See the video at goulds.com, redjacketwaterproducts.com, or bellgossett.com

There are two options for handling field installed product. You may choose to replace the complete pump or repair the existing pump with a new cord.

Option 1: Pump Replacement:

- Inspect your records for affected models and date codes of installed product
- Purchase new replacement pump from your distributor. Complete field replacement, removing affected pump with new replacement pump
- **Cut cord** from affected pump, remove electric label with serial number; and record serial number onto Labor Claim form. If label can not be removed or if not still on cord connection, record serial number from the affected pump on the form.
- Complete attached Labor Claim Form and mail. Credit will be issued for returned product from your distributor and a VISA gift card for \$100 from ITT will be sent directly to you for labor reimbursement.

Option 2: Pump Repair with New Repair Cord:

- Inspect your records for affected models and date codes of installed product
- Purchase new repair cord from your distributor.
- Complete field repair work by installing Repair Cord, following "Repair Instructions".
- **Cut cord** from affected pump, remove electric label with serial number; and record serial number onto Labor Claim form. If label can not be removed or if not still on cord connection, record serial number from the affected pump.
- Complete attached Labor Claim Form and mail. Credit will be issued for returned product from your distributor and a VISA gift card for \$100 from ITT will be sent directly to you for labor reimbursement.

Labor Claim Form

NOTE: you may file your Labor Claim electronically; instructions for doing so are at goulds.com, redjacketwaterproducts.com or bellgossett.com. PLEASE SUBMIT YOUR CLAIM **EITHER** ONLINE OR VIA MAIL, NOT BOTH. FILING BOTH ELECTRONICALLY AND BY MAIL WILL DELAY PAYMENT.

Installer Information - gift card will be mailed directly to:

Company _____
First Name _____
Last Name _____
Address _____
City, State, ZIP _____
Country/Postal Code _____
Phone _____
Email _____

Distributor Information

Name _____
Address _____
City, State, ZIP _____
Country/Postal Code _____
Email _____

Customer Installed Location (required for Consumer Product Safety Agency)

Name _____
Address _____
City, State, ZIP _____
Country/Postal Code _____
Model # _____
Serial # _____
Date Pump replaced/repaired _____
Serial # of new pump/cord replacement _____

SAFETY RECALL INFORMATION

August 2010

Dear Goulds/RedJacket/B&G Pump Customer:

Your safety is of the utmost importance to ITT. We are writing to you because we believe you may have recently purchased a pump with a potentially defective power cord.

We are conducting a product safety recall in cooperation with the U.S. Consumer Product Safety Commission (CPSC). We are recalling the following pumps: Goulds ST, PE, PS, PV, GWP (Using PS and PV), SDSST, Red Jacket RSC, REP, RWW, RVW, RWP (Using RWW and RVW), RSDSST and B&G SC, 1EC, 2WC, 2VW, MWP (Using 2WC and 2VW), MSDS. **The pumps to be recalled have date codes M09 through G10.**

We are recalling these pumps because of a potential cord failure issue. When the power supply cord connection to the pump is fully submerged, there is a potential for the cord to leak water into the receptacle's electrical contacts. If the pump is installed without a GFCI or circuit breaker in the home, there is a potential of electric shock or electrocution if someone touches the pump or the water surrounding the pump.

Your pump installer has been trained in the correct procedures to repair or replace this pump so that the cord failure issue is completely fixed. We are covering the cost of these repairs in full. **Important: Please do not touch the pump or the water around the pump prior to your installer repairing or replacing the product.**

We apologize for any inconvenience and appreciate your help in supporting this recall. If you have any questions, please visit goulds.com, redjacketwaterproducts.com, or bellgossett.com or call our Safety Recall Hotline at 1-866-325-4204.



Detach, complete and mail to ITT

Detach and mail to customer

