

Product Pricing Requirements & Information

1. Current pricing is available on the Distributor Portal. Pricing is subject to change without written notice.
2. Internet Pricing Policy (MAP Pricing). Under no circumstances will any advertised price for equipment be shown at less than List Price. Statements along the line of “Please contact for special pricing”, “Sale pricing now in effect”, or “Please contact for details” are allowed.
3. AquaMaster® does not sell to end users; any use of the word “customer” refers to the distributor and not the end user.

New Equipment Ordering Guidelines

1. For acceptable performance and warranty qualification, minimum voltage at the motor (not the control panel), shall be 208v for 1-5HP and 220v for 7.5HP - 2 5 H P. The use of boost transformers may be necessary to bring the voltage into acceptable range. It is recommended to verify voltage at control panel and contact AquaMaster® for assistance and recommendations for sizing an acceptable application.
2. AquaMaster® recommends adding a large custom intake screen or deep-water intake screen if units will operate in potentially high debris filled water.
3. Current supply chain and demand shortages are impacting the availability and costs of materials, altering our transition to standardizing components to 316 materials. AquaMaster® will do its best to obtain 316 SS whenever possible, but due to these supply issues, costing, and manufacturing limitations, various components may be 304 SS. If you want 316 components, please consult the factory. Brackish water* require 316 SS for units. *Brackish water contains between 0.5 and 30 grams of salt per liter—more often expressed as 0.5 to 30 parts per thousand (‰), which is a specific gravity of between 1.0004 and 1.0226.
4. All Light Ready panels are pre-wired for LED lighting options.
5. Actual voltage to motor will affect your fountain's performance.
6. All units: Cable gauge is determined by the total length ordered. Upsizing cable gauge will result in an increased price. Distributor must specify total length at the time of ordering in 50 ft. increments.
7. Purchase of 50 ft. cable assembly (Example: 860027ALC) is required with any unit ordered to maintain warranty coverage and UL listing. For this reason, the first 50 ft. of cable is included with the ALC.
8. Warranty begins 90 days from shipment of the order from the factory. See Warranty at a Glance.

Policies for Placing Orders

1. The Distributor Portal provides a complete list of all current pricing and distributors should reference it for any confirmation of pricing as prior pricing downloads from the portal may not be up to date. The pricing document “AquaMaster® Price List – PDF” is manually maintained and is not guaranteed to be the most current pricing.
2. All quotes for new product should be emailed directly to orders@aquamasterfountains.com or to your sales manager.
3. All quotes for replacement parts should be emailed directly to parts@aquamasterfountains.com
4. The Distributor Portal provides distributors with a formatted document which can be submitted as an official request for an AquaMaster® quote entry or sent as a Purchase Order to the factory. AquaMaster® will not accept emails that are not in a properly formatted document or purchase order.
5. All quotes for new product should be emailed directly to orders@aquamasterfountains.com or to your sales manager.
6. Order minimums are \$25, wholesale. A \$20 fee applies for all orders placed below the minimum order value.
7. Drop Shipments to a site other than a distributor business location will incur a drop shipment fee of \$25.

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8. All requests will be entered as quotes in AquaMaster's® ERP system. At times there may be fees the distributor misses in their request and these will be updated on the quote being sent to the distributor for review.
9. Distributors are required to review and approve the quote received from AquaMaster® prior to the final creation of a production sales order, therefore, failure to approve a quote may delay your shipment. Any quote that equals the PO submitted will be immediately converted to an order; no approval will be necessary. Note that orders may include additional fees such as shipping, accessorials, etc.
10. AquaMaster® Quotes are valid for no longer than 30 days from the date of the quote in the AquaMaster® ERP system.
11. AquaMaster® Quotes are stated in current Wholesale Pricing in effect at the time of the receipt of the quote at the factory.
12. ALL information on your quote submission should be completed and accurate and your review and approval of an AquaMaster® Quote is starting all the information is accurate, including:
 - a. Contact Information
 - b. Ship to Address (Name and complete Address)
 - c. Freight specifications and needs such as: Residential, Limited Access, Redelivery, or Liftgate Service. Any actual charges incurred for these services will be billed separately if not presented properly at time of submitting the quote and the distributor is responsible for these charges
 - d. If you are not going to be present for receipt of shipment, notify AquaMaster® Fountains and "Call Ahead Service" can be provided at no additional charge
13. Distributors receive an email with an order acknowledgment when the quote has been converted to an order and released to production. All order lead times will be determined from the date of the approval of the AquaMaster® Quote.
14. Any changes requested by a distributor to an order after receipt of the order acknowledgment are subject to change order fees and cancellation policies. Examples of changes include, but are not limited to, changing an item, quantity, or address on the order.

Fees may vary based upon the impact of the change on production and processes resulting in additional costs which need to be covered by the request and will be based upon the full invoice amount if the order is in production or ready to ship:

- a. Standard orders are subject to a change order or cancellation fee of no less than 15% and up to 50% of the full invoice amount
 - b. Custom product orders are subject to change order fees of no less than 25% of the full order line amount being canceled up to 100%
15. In the event AquaMaster® changes the order due to supply chain issues or an AquaMaster® error, change order fees will not be incurred
16. Orders will be shipped FOB, Kiel, Wisconsin and will ship based upon appropriate carriers determined by AquaMaster including Old Dominion, Dayton, and UPS Ground. As an FOB seller, any damage that occurs once a shipment leaves the factory dock in Kiel, Wisconsin, will be passed to the buyer (Distributor). Distributors arranging shipping themselves will be charged fees: \$75 for the first 3 skids, \$150 for 4 to 6 skids, and consult the factory for pricing for more than 6 skids. See Fee Schedule.
17. Same day shipping for parts can no longer be guaranteed.

Typical Lead Times

Galaxy Select Series	14 -25 business days
0.5 HP Masters Decorative Series	3-5 business days
1 HP – 5 ½ HP	4-6 business days
7½ HP	10-14 business days
Custom Control Panel (CCP)	14 business days
Fixed Base Water Features	10-14 business days
Horizontal Masters	5-7 business days
AquaAir® Ultra	2-3 business days
Solar AquaAir® Ultra	10-14 business days
Custom Order	Varies for each order

Product Returns (Not Warranty or Service Related – See Warranty and Repairs for more details)

Distributors are expected to inspect any deliveries upon receipt and reject shipments if there is visible damage. If signing the bill of lading for a delivery with suspected damage use "accepted but damaged." Photos and any other supporting documentation will be required to assist with any claims believed to be damaged in the shipping process. Please notify AquaMaster® customer service immediately to report the damage and/or any rejection of shipment. Any drop shipment must also be inspected at delivery for damages and rejected at that time. Carriers are unlikely to reimburse for claims if not reported at delivery time.

- 1. NOTHING CAN BE RETURNED TO THE FACTORY WITHOUT REQUESTING PERMISSION FROM THE AquaMaster® FACTORY AND RECEIVING A RETURN MATERIALS AUTHORIZATION (RMA) NUMBER.**
- 2. All RMAs are assigned to a Case number. The Case and RMA number should be referenced in all communications with the factory. THE RMA# MUST BE DISPLAYED ON THE OUTSIDE OF THE PACKAGE TO BE PROCESSED.**
- 3. Standard stock items must be returned within 30 days of the original ship date. Original invoices for the product should be paid by the distributor as credits will be issued as a separate document.**
- 4. Distributors must complete and return your shipment to the factory within 30 days of issuance of the RMA-NO exceptions.**
- 5. Returns MUST be properly packaged and any damage resulting during the return is the responsibility of the distributor.**
- 6. Distributors are responsible for all shipping costs back to the factory for all returns.**
- 7. All products and components are non-returnable if they have been installed in water.**
- 8. Returns are subject to inspection and testing wherein the credit amount will be determined and applied to the distributor account.**
- 9. If a return credit is rejected and the distributor elects to have the product shipped back, it will be at the cost of the distributor.**
- 10. Custom products* are not eligible for return; AquaMaster considers the following as custom items:**
 - Fixed Base Fountains
 - Stainless Steel Braid (SSB)
 - CCPs
 - Light jumper length changes to standard offerings

e. VFD Additions

*Effective July 1, 2023, Custom orders are limited to CCPs, lighting, and Fixed Base Fountain requirements. Any SSB cable is considered custom and will continue to be ineligible for return.

Warranty, & Factory Repairs

1. All requests for service will be sent to returns@aquamasterfountains.com or calls placed to the Product Service team.
2. All prices for services are balances billable to the distributor and no discounts apply to labor or other fees. Materials are at wholesale distributor pricing
3. **NOTHING for service (Warranty or Repairs) CAN BE RETURNED TO THE FACTORY WITHOUT REQUESTING PERMISSION FROM THE AquaMaster® FACTORY PRODUCT SERVICE DEPARTMENT.** Distributors will be assigned a case number, and a Return Materials Authorization (RMA) will be issued upon Product Services approval. The case and RMA numbers should be referenced on all communications thereafter.
4. The following information will need to be confirmed and provided:
 - a. Serial Number
 - b. Is this an expected warranty coverage or service other than warranty
 - c. Where will the unit be sent back to upon completion, full address and shipping requirements should be provided, if possible, to avoid delays in return of the unit upon service completion
 - d. Any special shipping instructions or issues
5. **ONLY THOSE ITEMS APPEARING ON THE RMA SHOULD BE INCLUDED IN THE SHIPMENT TO THE FACTORY.** Anything received at the factory that was not authorized will be returned to the distributor immediately at their own expense.
6. **ANYTHING WHICH HAS BEEN IN THE WATER MUST BE CLEANED APPROPRIATELY BEFORE SENDING IT TO THE FACTORY.** Additional charges will be incurred for sending in equipment that has not been properly cleaned.
7. Any out of warranty repairs must be preapproved by the end user for the minimum estimated repairs amounts BEFORE receiving an RMA and sending the unit in for repairs.

A base maintenance estimate for preapproval amounts is provided BEFORE a.

Shipping

b. Handling

As shipping and handling varies, distributors should incorporate those costs into their preapproval from their end user. Repairs for items out of warranty will be quoted General estimates for basic maintenance—replacement of motor bearings, wire harness, oil, and seals— as follows for estimation purposes:

Unit	List Price
½ - ¾ HP	\$1,095
1-5 ½ HP	\$1,465
7 ½ - 15 HP	\$3,535
20 – 25 HP	\$5,405
LED Lights	\$281 per fixture
RGBW Lights	\$385 per fixture

8. Shipping Costs to the factory are the responsibility of the distributor for warranty and repair services.

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9. All service returns must be properly packaged to be returned to the factory. This requires the RMA to be documented on the outside of the shipment.
10. Once an RMA has been issued to the distributor the return MUST be received within 30 days of the issuance of the RMA. Service work is performed based upon date of the RMA receipt at the factory.
11. Product Service will evaluate each shipment and proceed with repairs without additional approval if:
 - a. Product warranty is confirmed
 - b. Service work will amount to less than the preapproved amount issued at time of RMA request
12. Product Service will contact distributor at time of evaluation only **IF**:
 - a. The warranty does NOT cover repair, including an explanation of why the warranty will not cover the work and the potential estimated amount to repair at the distributor cost.
 - b. The repair exceeds the preapproved estimated service and parts above for that unit.
13. Distributor will respond within 15 days from the time of contact with Product Services with the quote to returns@aquamasterfountains.com. Charges will occur for no response after 15 days and no response may result in items being scrapped for lack of response or shipped back to the distributor at distributor cost.
14. Warranties of a unit are not extended by any replacement parts, used, or purchased, at the time of service.
15. Shipping costs for repairs are invoiced to the distributor along with the parts and labor for those services.
16. AquaMaster® covers both parts and labor necessary to perform warranty repair to the product and return shipment to the customer via an AquaMaster® selected non-expedited surface freight within the contiguous United States and Canada. Alaska and Hawaii are excluded. Contact AquaMaster® for details on freight policy for return shipments outside of the contiguous United States and Canada.

Manufacturer's Use of Reconditioned Parts

1. Warranty parts and Labor: AquaMaster® will, at its sole discretion, use new and /or reconditioned parts in performing warranty repairs and in building replacement products. AquaMaster® reserves the right to use parts or products of original or improved design in such repair or replacement.
2. Parts and Labor: In servicing your product, AquaMaster® may use parts or products that are new or refurbished and equivalent to new in performance and reliability. AquaMaster® will retain the replaced part or product that is exchanged during service as its property and the replacement part of product will become property of fountain owner.

Restock, Change Order, Cancellation & Other Fees

1. If an AquaMaster® error is made with a shipment, restock and change order fees will be waived.
2. Items will incur a restock fee of no less than 15% and up to 50% of the standard items' full invoice amount. No credit will be given if a part is returned used or damaged.
3. Evaluation fees performed by Product Services on non-warranty service will be charged and evaluation fee of \$190.
4. Storage Fees will be charged at a rate of \$15 per day in any instance where the order is being held due to customer request or non-compliance with required policies and procedures, including, but not limited to, non-payment of open balances beyond the distributor terms of payment. Storage fees will begin accumulating after three (3) days on hold.
5. Any repair units that require cleaning to evaluate will be charged a minimum cleaning fee which will be added to the repair billing. This fee is in addition to the evaluation and/or service fees.
 - a. ½ - 5HP - \$300
 - b. 7 ½ HP and larger - \$600
6. Fees for scrapping will be charged and reflect market prices at the time of disposal for the type and nature of the item(s) being scrapped.

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See Fee Schedule below for all fee charges and details.

Part	Description	Base Price	Price Per
BAL-FEE	Balancing Fee-Impeller	\$130.00	EA
CLEANING	Cleaning Fee	\$200.00	EA
EVAL-FEE	Evaluation Fee	\$190.00	EA
INSPECT-FEE	Inspection Fee	\$125.00	EA
LABOR	Labor Repair, Aqua	\$125.00	EA
LABOR WARR	Labor Warranty, Aqua	\$ 95.00	EA
LWS	Shutoff, Low Water, Panel Components Only	\$ 100.00	EA
PROG-FEE	Programming Fee, RGBW Lighting	\$188.00	EA
REMOVE/INSTALL	Reimbursed Warranty Labor	\$ 95.00	EA

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