



## **FREQUENTLY ASKED QUESTIONS-CUSTOMER SERVICE**

***Question:***

Where can I find a distributor in my area?

***Answer:***

Follow the [Distributor Locator](#) link in the upper right-hand corner of the website, and fill in your search criteria. Please email [sales@roperpumps.com](mailto:sales@roperpumps.com) if you cannot find a distributor in your area.

***Question:***

Where can I find brochures, dimensional drawings, parts drawings, and performance curves?

***Answer:***

Product and Application brochures are located in the [Literature](#) section of our website.

Performance curves, dimensional drawings, and parts drawings are organized by product series and can be located via [Products](#) or [Engineering](#).

***Question:***

What is the shipping weight of my pump?

***Answer:***

Click [here](#) to find the shipping weights of our most commonly purchased pumps. Please email [sales@roperpumps.com](mailto:sales@roperpumps.com) if the pump model you have purchased is not on the list.

***Question:***

Are there service centers where I can get my pump repaired?

***Answer:***

Roper Pump Company distributors commonly have repair facilities on site. Please refer to the [Distributor Locator](#) to find the distributor in your area. In the event that a distributor is unable to repair your pump or the pump requires a warranty evaluation, equipment can be sent to Roper Pump Company factory repair center. Pumps repaired by our personnel are rebuilt to like-new conditions and carry a new pump warranty.

***Question:***

Are repair kits available?

***Answer:***

Overhaul kits are available and stocked by many Roper distributors. In some cases, installing some new parts with existing worn parts can actually decrease your pump's performance. Therefore, Roper recommends purchasing a complete overhaul kit whenever servicing is required.

## **REPLACEMENT PARTS**

Repair parts can be ordered from your nearest [Roper distributor](#). **DO NOT** order repair parts by their key number shown in the IOM that came with your pump. Order by Roper part number only and include the nameplate data for aid in identification. Repair parts lists depicting Roper part numbers are available for most pumps.

- ***Roper Pump Company assumes no responsibility for parts other than those supplied by Roper. The use of substitutes may result in poor performance or in an accident causing physical damage or injury to personnel and voids the one-year limited warranty.***
- **WARNING! Only use genuine Roper gaskets. Gasket thickness determines proper clearances. Always check quantity of gaskets removed and replace with exact quantity. Proper material must be used based on application.**