

FERRO S.A. WITHDRAWS the plug for GPAll electronic pumps**PRODUCT IDENTIFICATION INFORMATION:**

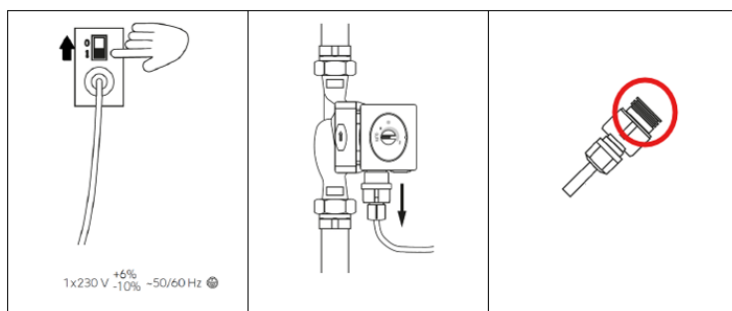
- Product code: WTYCZKA1
- EAN/GTIN code: 5902194975711
- Products sold or distributed by the service in Poland between 27 February 2025 and 31 October 2025
- Copies with white insert ONLY

HAZARD

- The package marked with the code WTYCZKA1, which is a spare part (plug) for the GPAll series pump, contains a plug designed for a different pump model.
- The plug has incorrect markings for the functional division of electrical wires: (L) Phase wire, (N) Return wire, (PE) Protective wire.
- If the power plug is connected to the GPAll pump in accordance with the diagram on the plug, there is a risk of damage to the device.
- There is also a risk of electric shock if there is no residual current device or if it is damaged in the electrical installation.

WHAT NEXT?

- If the product has not yet been used in the installation, please refrain from any installation.
- If the product was received during the specified period and is currently connected to the installation, it is necessary to verify the unit installed in the pump.
 - To do this, disconnect the pump from the power supply, remove the plug from the pump and check the colour of the plug insert (BLACK – correct plug, WHITE – faulty plug).



- If you find that you have an incorrect unit, please contact the manufacturer's service department immediately.
- If you do not have a valid certificate of qualification to perform electrical work, please refrain from replacing the plug yourself and notify the manufacturer's service department.

RETURN AND COMPLAINT OPTIONS

- The manufacturer offers a free replacement or refund.
- If the product is connected to the installation, the manufacturer offers replacement through an authorised service visit.

CONTACT

- using the online form [Complaints](#) - Ferro
- by email at: serwis@ferro.pl
- by telephone on +48 724 920 141

[APOLOGY]

Dear Sir or Madam,

On behalf of our company, we would like to express our sincere apologies for marketing a product that did not meet the required safety standards. We are aware that this situation may have caused you inconvenience and, in some cases, risk.

The safety and quality of our products are our top priority. Therefore, as soon as the problem was detected, we took action to withdraw the defective product from the market (there is up to 31 pcs left) and prevent similar situations in the future. We conducted a detailed analysis of the causes and implemented additional preventive measures.

We appreciate your trust and apologise for any inconvenience this situation may have caused. We are at your disposal to provide any information and support you may need in the process of exchanging or returning the product.

Yours sincerely,
FERRO S.A.