

**WATER UTILITY**

# TOUCHPOINTS

The Complete Guide to Grundfos online services



**GRUNDFOS** 

Possibility in every drop

**CUSTOMER GUIDEBOOK**

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MY GRUNDFOS

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GRUNDFOS  
**PRODUCT CENTER**

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GRUNDFOS  
**ECADEMY**

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GRUNDFOS  
**STORIES**

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GRUNDFOS  
**MARKETING CENTRE**

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GRUNDFOS  
**EXTRANET**



# GRUNDFOS ONLINE GUIDEBOOK



## ABOUT

In this guide, we take you through all the digital resources for Water Utility that are available on Grundfos.com. We also explain how to use them and how they help you get the most out of Grundfos solution, whether you're in the planning phase or already commissioned and in operation.

[SIGN UP HERE](#)



## ONE ACCOUNT – ALL ACCESS

On Grundfos.com, you'll find all the digital tools you need – from pump selection to pump station design to training in our products.

**SIGN UP FOR A FREE ACCOUNT TO GET STARTED**





# MYGRUNDFOS



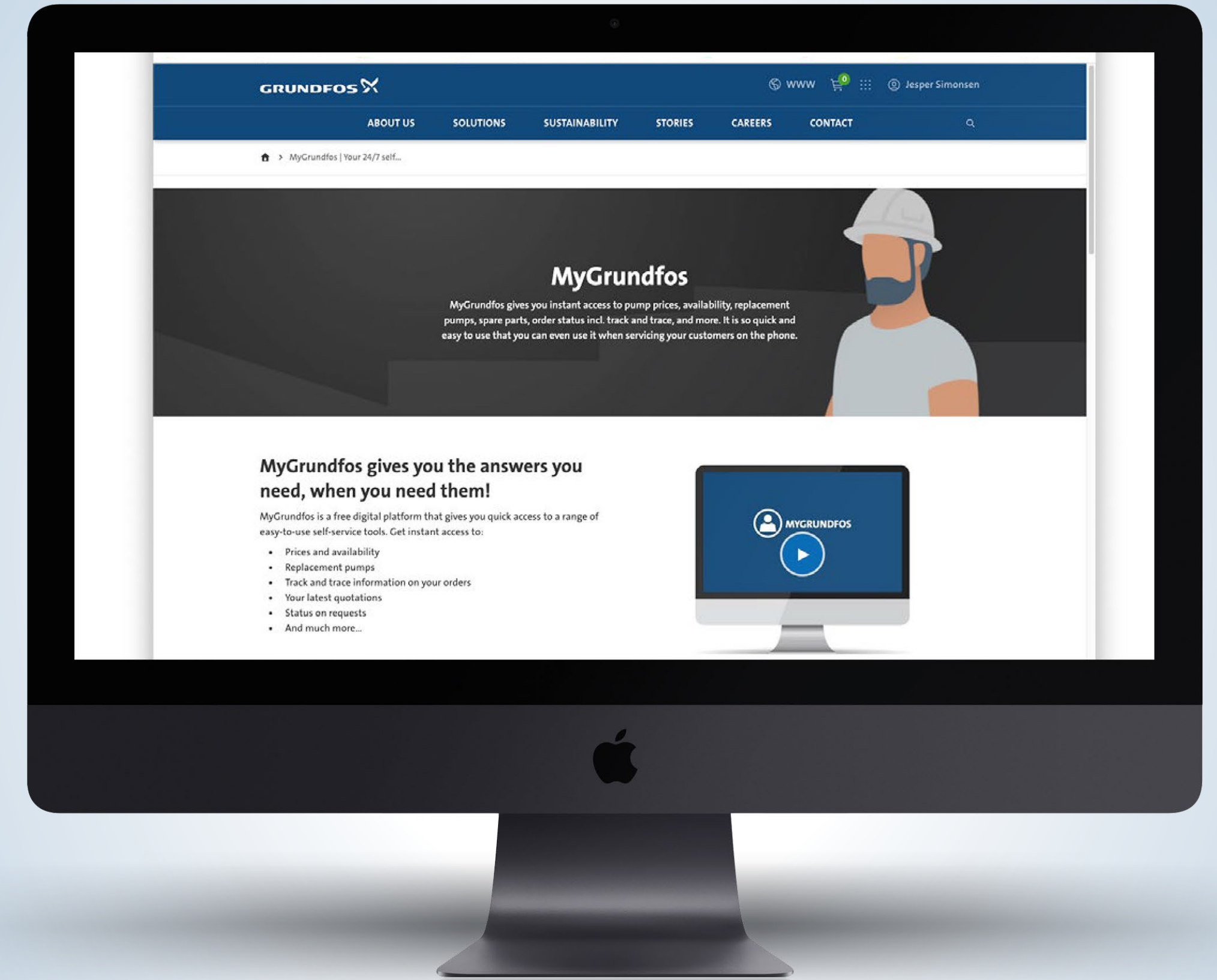
MyGrundfos is a 24/7 digital self-service tool where you can find answers to your questions, any time, with no waiting.

From your MyGrundfos dashboard, you can search directly for product prices and availability, the spare parts you need, pump export information, replacement pumps and even your order delivery status using our Track & Trace tool.

You can also create requests and get an overview of all your requests in MyGrundfos.

**TO LEARN MORE, USE THE LINK BELOW.**

**VISIT MYGRUNDFOS**





# GRUNDFOS PRODUCT CENTER



Grundfos Product Center (GPC) is a search, sizing and selection tool offering 24/7 access to all Grundfos product information from any computer or mobile device.

Imagine if selecting and configuring a pump system was as easy as ordering from Amazon. That's the idea behind the Grundfos Product Center, which puts all Grundfos pump information at your fingertips via a user-friendly online system.

Using search parameters as simple as "head" and "flow," you can find CAD/BIM drawings, instructional videos and service kits for all our Grundfos pumps.

[VISIT THE GRUNDFOS PRODUCT CENTER](#)



## WHAT TO EXPECT FROM THE GRUNDFOS PRODUCT CENTER?

- **Quick Search** – Search for a specific pump and find size and replacement information
- **Liquid Guide** – Enter your liquid, temperature and concentration to find the pumps that can do the job
- **Quick Sizing** – Simply enter the head and flow of your desired pump and the system will find all Grundfos pumps that meet those criteria
- **Customised Results** – Search result will be categorised into options for the least expensive pumps, the pumps with the lowest energy consumption and the pumps with the lowest lifecycle cost
- **Expanded product information** – You'll find an extensive database of CAD and BIM drawings, spare parts information, service kits and instructional videos

## USER-FRIENDLY FEATURES



### ACCESSIBILITY

– Access to the GPC from any computer, tablet or mobile phone



### USER SETTINGS

– The system saves the user's language, currency, saved items and recently viewed products



### SAVED PROJECTS

– Registered users can save their entire project for future reference. Replacements and spare parts are always just a click away



# HOW-TO GUIDES

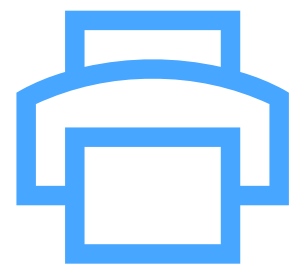
VISIT HOW-TO GUIDES LIBRARY



Looking for a quick and easy way to learn to use specific features of the GPC?

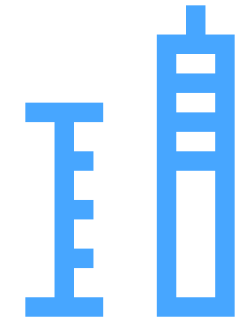
We've created How-to Guides for all our digital tools. You'll find everything you need – from saving your print settings to sizing your pump by application.

We'll go through some of the frequently-used guides in the following pages, or you can browse the entire library of guides by visiting the link below.



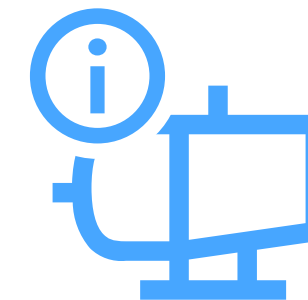
## SAVE YOUR PRINT SETTINGS

Save your print settings for the next time you need to print.



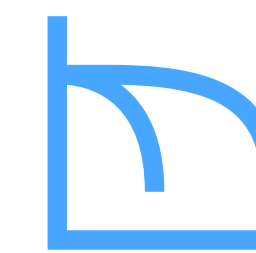
## DO PUMP SIZING BY APPLICATION

Easily size and evaluate pumps based on pump design, application and performance needs.



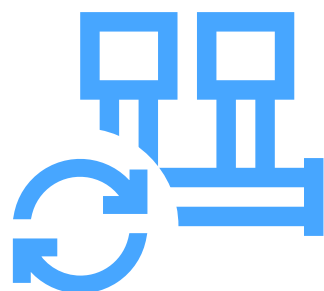
## GET TECHNICAL PRODUCT INFORMATION

Find all the pump specification and technical information you need in one place.



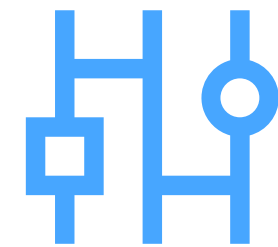
## GET A PUMP CURVE QUICKLY

The fastest way to access pump efficiency curves and other pump information.



## FIND A SUITABLE PUMP REPLACEMENT

Identify your ideal replacement pump fast, regardless of the old pump's type or manufacturer.



## FIND THE RIGHT PUMP FOR YOUR LIQUIDS

Save time identifying the right liquid transfer pump for your application.



## FIND PRODUCT DOCUMENTATION

Find your pump details and documentation fast.



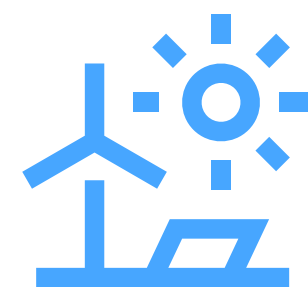
## FIND CAD DRAWINGS

Take the hassle out of finding and downloading 3D pump drawings.



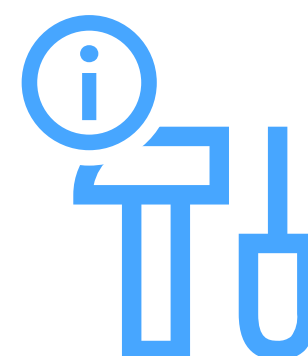
## FIND THE RIGHT PUMP SPARE PARTS

The hassle-free way to find the pump spare parts you need.



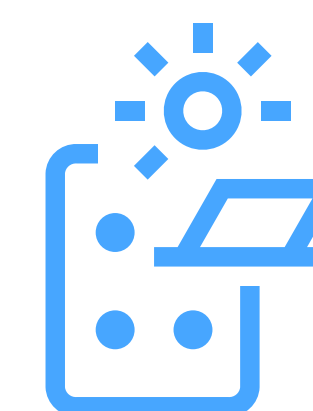
## SIZE RENEWABLES

The smart and easy way to choose the right pump for solar installation.



## ACCESS GPC ON THE GO

– Get all the pump info and tools you need from wherever you are.



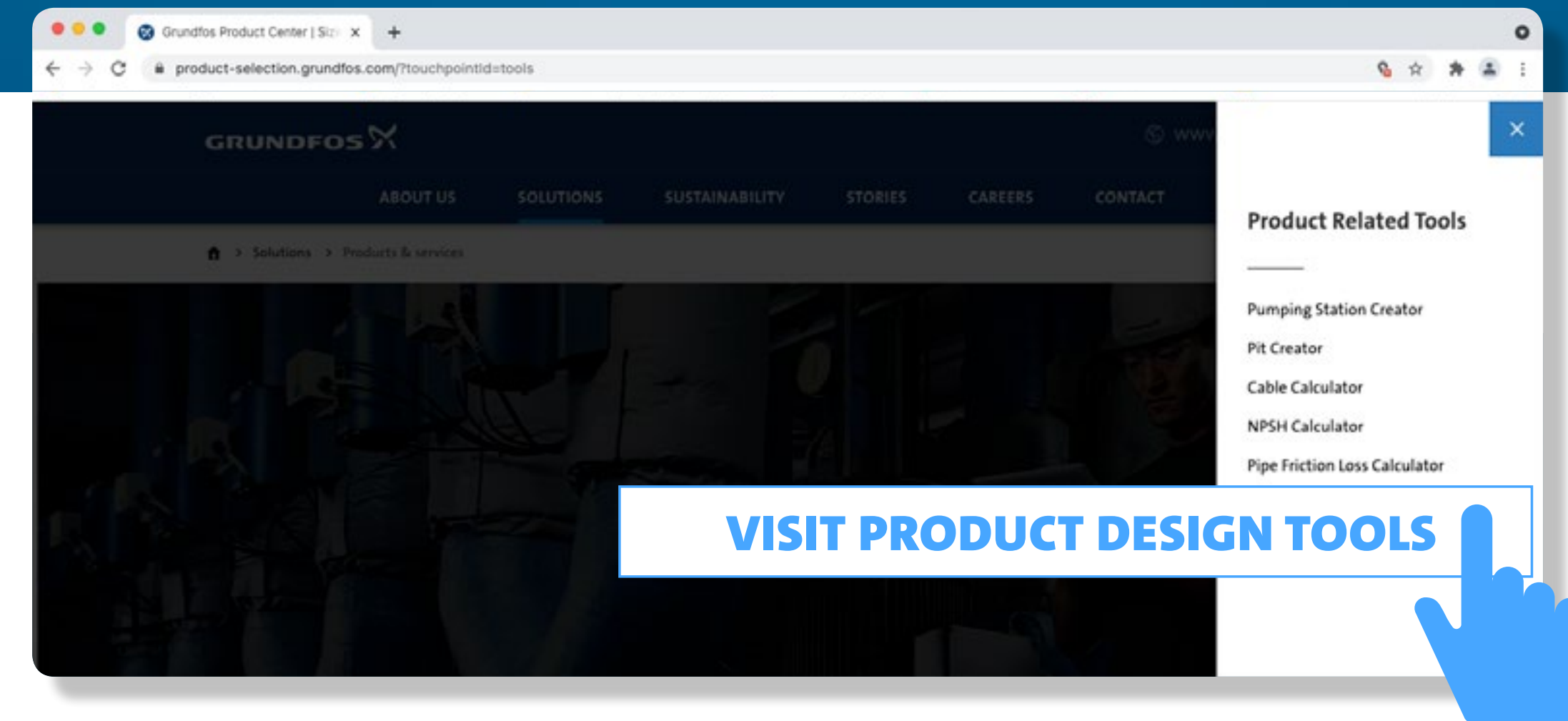
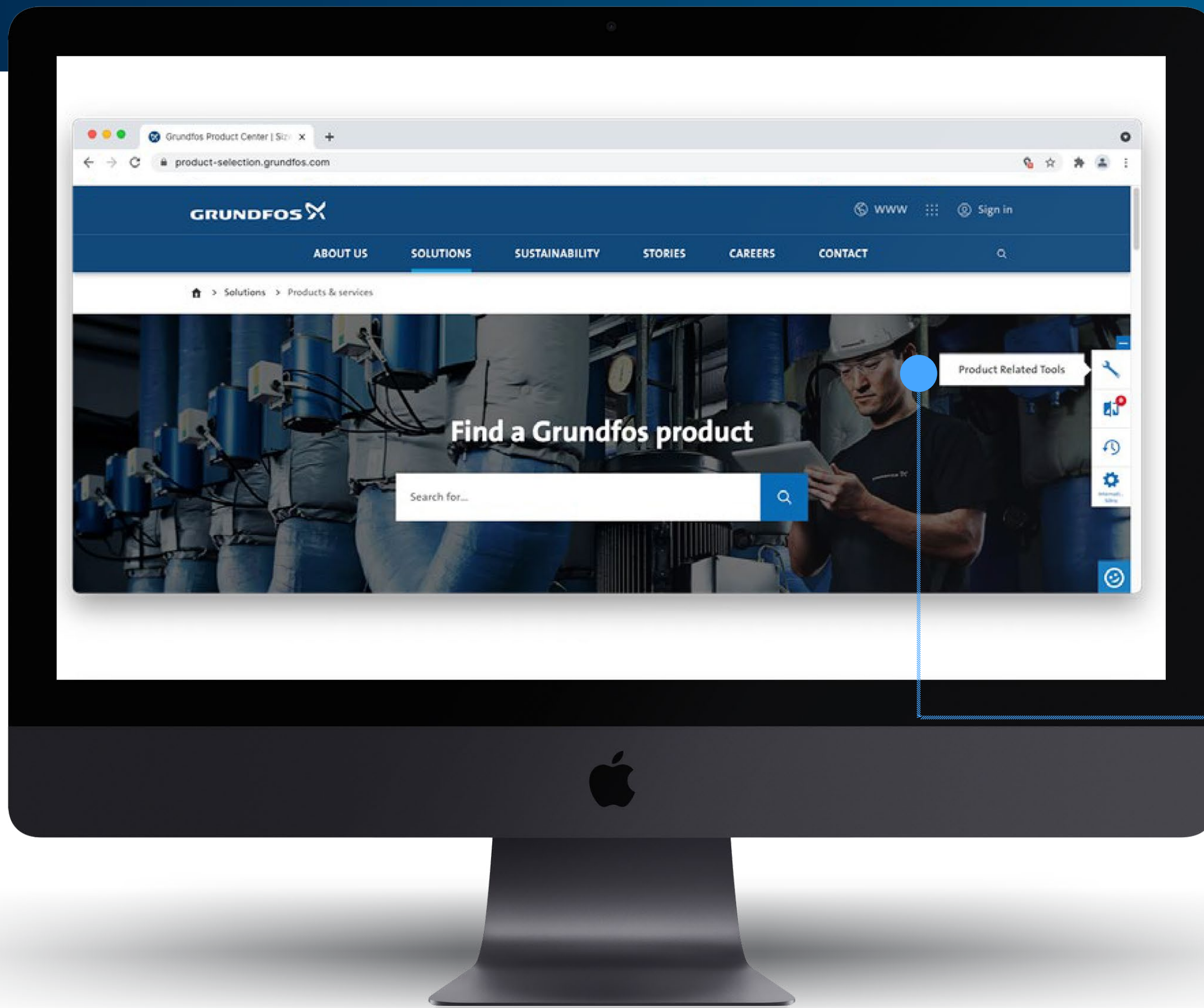
## USE THE GRUNDFOS GO SOLAR APP

Size your solar system by your choice of pump, by the number of solar panels or by your application need.

# GRUNDFOS PRODUCT CENTER (GPC) – PRODUCT AND DESIGN TOOLS

On the Grundfos Product Center, you'll find our selection of product and design tools, including:

- Pumping Station Creator (PUST)
- Pit Creator
- Cable Calculator
- NPSH Calculator
- Pipe Friction Loss Calculator



The product and design tools are found in the menu on the right hand side of the front page of the GPC.

● **LET'S GO THROUGH SOME OF THE TOOLS.**



# UNDERSTANDING THE WATER CYCLE

While it's not part of Ecademy course, you can use our special Water Cycle tool to learn about various applications across water cycle and which Grundfos products are best suited to your project.

This tool takes you through the entire water cycle – starting with raw water intake, pumping, dosing and disinfection solutions, all the way through to distribution. You'll learn how Grundfos supplies cost effective, reliable and energy-optimised pumping solutions.

Our tool takes you through the entire cycle, from raw water to wastewater handling and treatment. Explore our special Water Cycle animation to learn more about the solution that's right for you.

[VISIT THE WATER CYCLE](#)





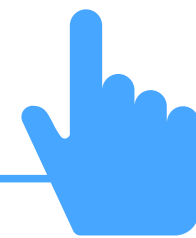
# APPLICATION GUIDES

## WATER UTILITY APPLICATION & PRODUCTS

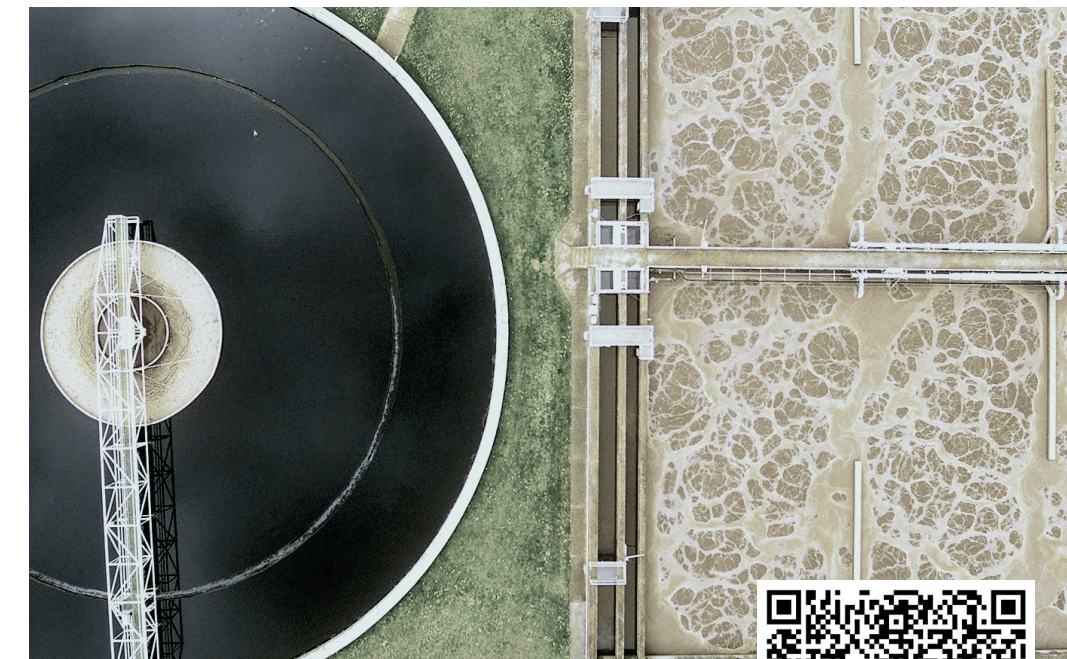
Choose a water utility application below to see how Grundfos can help you design and optimise your pump system.



### MUNICIPAL WATER SUPPLY



From the raw water intake to the treatment regime and onwards through the distribution network to the consumer, a water supply system must be fully integrated. Grundfos ensures that pumps, controls, dosing and disinfection solutions and pressure management work together for optimal water and energy efficiency.



### MUNICIPAL WASTEWATER



Collecting, transporting and treating wastewater is about keeping reliability high. Grundfos products and solutions for wastewater transport, flood control and the wastewater treatment plant build on reliability, modularity and energy-efficiency from optimised pump systems and fully-integrated solutions.



### SOLAR WATER SOLUTIONS



Grundfos supplies solar-powered water pumps and complete solar water solutions that deliver unmatched flexibility for reliable water supply with no ongoing energy costs.



### AGRICULTURE & IRRIGATION



Grundfos products and solutions for Agriculture and irrigation applications such as drip irrigation, fertigation, ground and surface water supply, pressure boosting, solar boosting, etc.



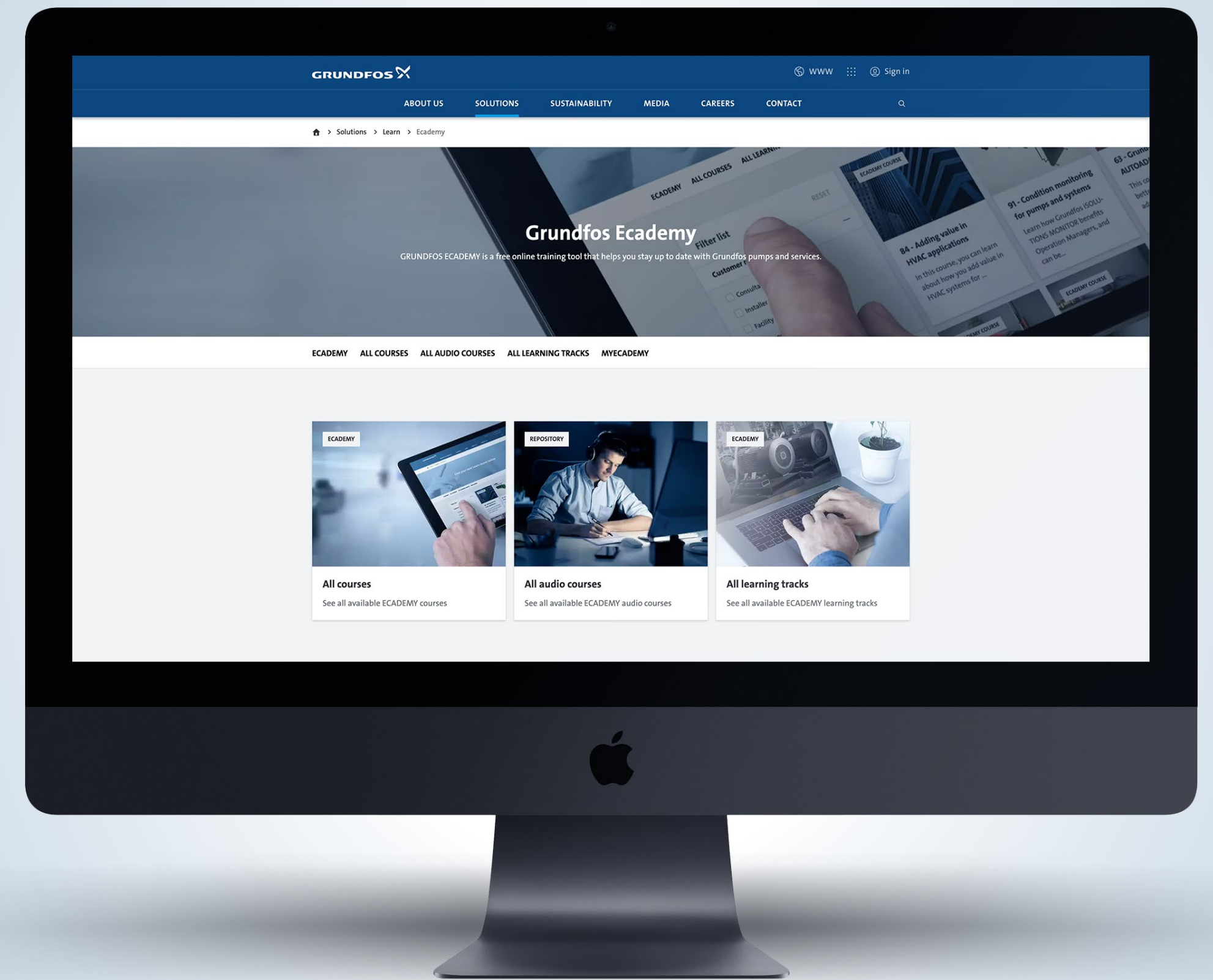
# GRUNDFOS ECADEMY

## GRUNDFOS ECADEMY – ONLINE TRAINING PLATFORM

Grundfos Ecademy is a digital training tool and information platform that keeps you abreast of the latest developments within Grundfos and the pump industry. With a Grundfos login, you have free access to the entire Grundfos Ecademy online training platform, tailored specifically to their needs.

Ecademy offers training videos, downloadable presentations and in-depth articles that you can work through at your own pace on your smart phone, tablet or computer. At the end of each module, there is a short test to help reinforce your learning.

[VISIT GRUNDFOS ECADEMY](#)





# ACADEMY COURSES

## FUNDAMENTAL / GENERAL

▶ **The Basic Pump Knowledge Learning Track**

▶ **The Basic Hydraulics Learning Track**

▶ **Motors and Motor Protection**

▶ **LC Level Controllers**

▶ **Working effectively in GPC**

▶ **Sizing your pumps in GPC**

▶ **Documentation and specific searches in GPC**

▶ **Finding and comparing pump efficiency in GPC**

▶ **Understanding Our Water**

▶ **Growing Stronger Together**

▶ **Introduction to Grundfos Service Agreements**

▶ **Energy Optimisation of Pumps**

▶ **Life Cycle Cost (LCC)**

## MUNICIPAL WATER & WASTEWATER

▶ **Water distribution**

▶ **Wastewater transport**

▶ **Prefabricated pumping stations**

▶ **Mixing in wastewater treatment**

▶ **Wastewater**

▶ **Wastewater handling with the UNILIFT range**

▶ **Water Disinfection**

▶ **Community water supply systems**

## GROUNDWATER & IRRIGATION

▶ **Groundwater pumping**

▶ **Water wells and other Groundwater applications**

▶ **The SP Submersible pump**

▶ **Irrigation pump sizing**

▶ **The Solar pumping learning track**

▶ **Grundfos SQ/SQE**

▶ **Solar pumping system accessories**

▶ **Monitoring and Controls**

▶ **Grundfos GO Solar App – Simple solar sizing**

▶ **Quick Guide, LC 232 – Tank filling & dewatering**



# GRUNDFOS STORIES

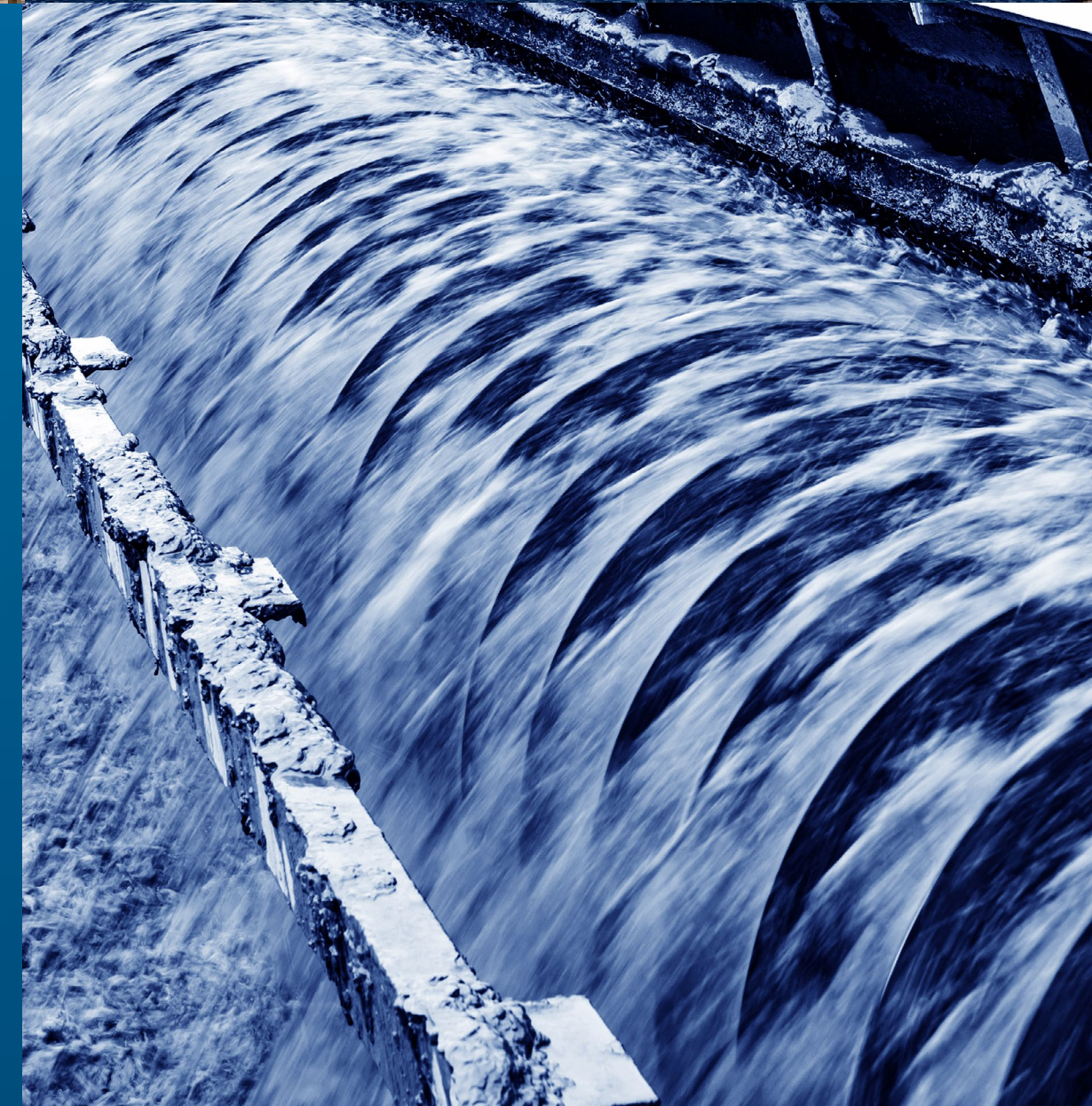


Grundfos Stories feature real stories from real customers, offering you insight into how other customers use our products to reduce energy consumption, increase comfort and achieve unsurpassed operational reliability.

You might also be inspired learning about other customers' applications.

Our website features more than 500 case stories, so you're sure to find one that will inspire.

[BROWSE GRUNDFOS STORIES](#)





# GRUNDFOS MARKETING CENTRE



On the Grundfos Marketing Centre, you can find a whole host of free resources to help you communicate the value of the Grundfos products in your solution.

Click the link below to browse the available marketing materials in the marketing library.

[VISIT THE GRUNDFOS MARKETING CENTRE](#)



*Note: The use of Grundfos marketing materials is subject to Grundfos' disclaimer and terms of use.*





# GRUNDFOS EXTRANET



The Grundfos Extranet is an online portal designed to make it easier for you to access online ordering, order information, product availability, invoices and more.

Click to learn more about the Grundfos Extranet.

[VISIT THE GRUNDFOS EXTRANET](#)





# WE ARE LOOKING FORWARD TO HELP YOU.

**GRUNDFOS** 

Possibility in every drop

It is very easy to get in touch through our Grundfos portal for any of your queries wherever you are in the globe with regards to products & services, news, partners and suppliers near you, whistle blower system for any complaints or criminal acts, any other general enquiries to Grundfos group. Click the below link to contact us;

**CONTACT US**



To explore the Grundfos universe,

**SIGN UP NOW**



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