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# CUSTOMER CONNECTION

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## CITIES ADDING WARRANTIES TO SPECS

The true cost of water infrastructure failure is more than just the cost of the pipe, and smarter cities across the country are making sure they're covered.

They are writing language into their engineering specifications that protect them and their property in the event of failure in their water infrastructure.

"Most pipe manufacturers, if they have a warranty at all, cover only the cost of the pipe itself," says Dan Dietrich P.E., quality assurance manager at JM Eagle, which offers a 50-year warranty on its PVC and PE AWWA water products\* and covers all associated replacement costs.

The cost of the actual pipe averages about only 25 percent of total replacement costs, which include labor, equipment, backfilling, earthmoving, damage and more.

"Cities are starting to take into account the actual price tag when the pipe fails and writing stipulations in their product specs that make sure these expenses are covered," Dietrich says.

Winchester, Ky., is one such city whose Municipal Utilities department has mandated language written into its specs to include a 50-year warranty and ensure that all associated costs of replacement are

covered. They read: "All water transmission and distribution lines shall carry a minimum 50-year warranty from the manufacturer. This warranty must cover all manufacturing defects and any associated costs for repairs to a damaged area caused by the defect."

It's a bold move for this city. It is now getting pushback from other manufacturers that don't offer a warranty as part of their business negotiations, which any producer can. Fifty-year warranties like JM Eagle's, in fact, are standard in the geothermal market.

"It has definitely raised awareness for JM Eagle's warranty," says Trent Hertzfeld of Utility Solutions, a rep agency for the company, who says that other manufacturers who choose to not back their products are trying to talk it down. "This is our standard warranty. We bid jobs all day like that because we always stand behind our products."

Some manufacturers limit their warranties to one, three or five years. Only JM Eagle offers a municipality confidence that its water infrastructure will be guaranteed to last a minimum of 50 years.

"It's important for fiscally prudent municipalities to mandate the selection of pipe that protects them from future costs in the event of failure," says JM Eagle's Dietrich. "All pipe products are not the same, and neither are their warranties."

**“ Only JM Eagle offers a municipality confidence that its water infrastructure will be guaranteed to last a minimum of 50 years. ”**

\*See [www.jmeagle.com/warranty](http://www.jmeagle.com/warranty) for complete details.

For more information, visit [www.jmeagle.com](http://www.jmeagle.com) or contact your representative.