

# Crystal

WATER

PRODUCTS

## WARRANTY

Crystal Water Products (CWP) point of entry residential water filters and Softeners (up to 13" diameter mineral tanks) are warranted to the original owner at the original residential installation location to be free from defects in materials and workmanship from the date of manufacture as specified.

### CONDITIONS OF WARRANTY

- The system must be installed and maintained according to local codes and secondarily in accordance with manufacturer's recommendations. Contact CWP if there are any conflicts between local codes and our printed instructions.
- The system must be maintained with CWP approved replacement components.
- Failures resulting from fire, freezing, neglect, accident, alteration, abuse, improper installation or acts of nature are not covered.
- Water pressure must be regulated between 40 to 80 pounds per square inch working or static pressure.
- Pressure exceeding 80 pounds per square inch (psi) working or static pressure voids ALL warranties.
- Pressures exceeding 120 pounds per square inch voids warranty on tank.
- Internal water temperature exceeding 120° F voids warranty on tank.
- Influent chlorine must not exceed 1 mg/L.
- CWP does not warrant to perform, pay for, or finance any repairs and/or installations. The customer must contact the CWP representative prior to any repairs or replacements
- CWP will provide one replacement tank for any tank that fails due to a manufacturing defect.
- CWP will provide comparable components of our selection to replace any obsolete items.
- CWP will, within five years from date of manufacture repair or replace warranted defective control valve parts at no charge.

This warranty gives you specific legal rights that may vary from state to state.

**OBTAINING WARRANTY SERVICE.** Prior to any Warranty actions, including replacement or removal of parts and/or equipment, Service Tech must put system on by-pass and immediately contact CWP to provide model number, serial number and photos of system and problem site.

All returns must be accompanied by a "Return Merchandise Authorization" (RMA) Form along with all defective/warranted part(s) along with a copy of this warranty, original purchase receipt, and the RMA number. CWP will at our option, repair or provide replacement more two parts at no cost, except freight, handling, on-site labor charges. You can contact CWP at (951) 220-8645 or email us at [Info@crystalwaterproducts.com](mailto:Info@crystalwaterproducts.com).

#### LIMITATIONS AND EXCLUSIONS

This warranty is exclusive and in lieu of any other warranty expressed or implied, including but not not limited to, any implied warranty of merchantability of fitness for a particular purpose. CWP shall not be liable for any loss or incidental or consequential damages resulting from the misuse or inability to use this equipment by the buyer or any user. This warranty is non-transferable and is valid only on residential applications for the treatment of municipal water supplies.

Warranty is Void if:

1. You are not the original purchaser (unless you are listed as the owner when activating the warranty)
2. You did not install according to the installation guide
3. The CWP product was not installed by a licensed contractor
4. The product was not sold to you by a licensed contractor or a CWP Distributer

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