

WARRANTY

Introduction

Thank you for choosing **aquatechnik** PP-R and PP-R CT piping solutions. As the manufacturer of this proven and reliable product, we have been producing top-of-line pipe, valves and fittings for fluid handling systems for more than 30 years. The manufacturer warrants that all **aquatechnik** produced piping systems will be free of any defect in materials or workmanship, and offers a limited liability insurance coverage over a 30-year period.

Warranty begins from the date of production. The warranty is extended to customers and applies to all aquatechnik manufactured piping systems purchased, installed and used for the purpose for which such piping system product was originally designed. The warranty covers only defects arising under normal use and does not include malfunctions or failures resulting from misuse, abuse, neglect, alteration, usage not in accordance with product instructions, acts of nature, or improper installation or repairs made by anyone other than **aquatechnik** or an **aquatechnik** authorized third-party service provider. The manufacturer reserves the right to assess and test all products installed and purchased prior to repair or replacement. All warranty matters shall be at the sole discretion of the manufacturer.

All products covered by aquatechnik's Warranty

faser FIBER-T RED Stripe Pipe

faser FIBER- COND GREY Striped Pipe

BLUE Striped Pipe

VIOLET Stripe Pipe

What the warranty DOES cover

Protect your Property

Property damage caused by aquatechnik products is covered with appropriate costs to restore the property to the same state that existed prior to the damage. Damages occurred are covered only if the product is deemed a manufacturing defect, yet correctly installed by an **aquatechnik** authorized third-party service provider, following the manufacturer's specific installations instructions.

Protect your Finances and Personal Injury

A financial loss may qualify as personal or business. If property damage has put you in a financial loss due to expenses of repair or removal of damages, or personal injury (physical injury/medical costs etc.), the **aquatechnik** warranty (with ALLIANZ) will reimburse you back to the correct state prior to the incident, no more no less.

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What the warranty DOES NOT cover

Costs occurred because:

- The product was installed incorrectly.
- Unauthorized tools and materials were used.
- Pipe, valves and fittings were installed without considering the manufacturer's installation instructions. **(Note: It is the responsibility of each authorized installer to keep informed about up to date installation instructions.)**
- Materials were previously damaged by carelessness and/or negligence (e.g.. grazes, knocks, engraves, torsions, use of threads conical or not calibrated, exceeding washers, exposures to sun rays, heating by free flames, etc.).
- Improper functioning of the system caused by exceeding temperatures from heating appliances, internal pressures higher than the ones specified in the design manual, aggressive elements in the fluids, settling of building structures, fluids freezing, sabotage, etc.
- Pressure testing procedures did not follow specifications in the design guide.
- Defects, failures, damages or performance limitations caused in whole or in part by (A) power failures, surges, fires, floods, snow, ice, lightning, excessive heat or cold, highly corrosive environments, accidents, actions of third parties, or other events outside of aquatechnik's control, or (B) customers abuse, mishandling, misuse, negligence, improper storage, servicing or operation, or unauthorized attempts to repair or alter the equipment in any way. Customer must provide qualified technical personnel to maintain and repair the equipment.
- Alterations and/or modifications to any part of aquatechnik products without **aquatechnik's** written authorization unconditionally **voids** the warranty.
- Piping systems constructed to a customer's specifications that are later found not to meet the customer's needs or expectations.
- Equipment was used that was not approved for application with **aquatechnik** product.

Please Note: The above content includes the most common reasons cited for declining warranty claims, at the discretion of the manufacturer. There may be other scenarios that may result in a warranty claim being declined.

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Coverage

ALLIANZ provides the manufacturer with world-wide policy coverage for all of our piping systems. Our 30-year limited liability coverage is stated in EUROS with personal injury, financial loss and property damage up to a maximum of 15 million EURO per claim. Our maximum for multiple claims made in one year is a maximum of 30 million EURO. The insurance company pays according to the local currency where the damage is claimed ex: USD in USA, CAD in Canada and EURO in EU , etc.

Steps you must take to keep the warranty in effect

Only authorized third-party service providers are approved to install aquatechnik products.

In order to avoid a faulty installation we only allow our trained and certified contractors to install our product. These contractors attend installation courses and take an examination to ensure they have a good understanding of the product and its applications, as well as proper installation and servicing procedures.

Proper handling of aquatechnik products.

Correctly handling and shipping all products is essential. Typically **aquatechnik** products would be damaged by carelessness in the handling of products, whether it be while shipping or when stored incorrectly. (Please see our “Handling & Storage” documentation.)

Only aquatechnik pipe, valves and fittings may be used in a piping system covered by this warranty policy.

Piping components may not be mixed with product(s) of any other manufacturer.

Warranty Regulations

To place a claim for an alleged defect, the installer must inform **in writing** the authorized **aquatechnik** distributor from whom the goods were purchased. An authorized **aquatechnik** technician will be assigned to verify any alleged defect.

Please Note: Should the technical assessment show that the alleged defects are not due to aquatechnik production, any costs incurred for the testing will be charged to the claimant.