

## Commercial Softener & Filter Unit Warranty

Products manufactured by Canature WaterGroup™ are warranted to be free from defects in materials and workmanship where properly installed, operated and maintained. The length of the product warranties vary as per below.

### WARRANTY TABLE FOR ASSEMBLED UNITS

<b>Fiberglass tanks 14”-63” in diameter or larger</b>	<b>5Years**</b>
<b>Control Valves &amp; Electronics</b>	<b>5 Years*</b>
<b>Diaphragm Valves, Meters &amp; Electric Ball Valves</b>	<b>1 Year</b>
<b>Brine Tanks And Internal Assemblies</b>	<b>1 Year*</b>
<b>Media</b>	<b>Limited to warranty provided by original manufacturer</b>
<b>Vinylester / Hot Water Application* Max Temp 150F</b>	<b>1 Year</b>
<b>Steel Tanks (epoxy lined)</b>	<b>1Year</b>
<b>All other components +</b>	<b>1 Year ***</b>
<b>*** Components not manufactured by Canature Watergroup are limited to the warranty given by the manufacturer of the component</b>	

#### \* Warranty on Control Valve and Parts

Canature WaterGroup™ will replace any part (except for Wear and Tear Items – Media, Piston, Seals and Brine Valve) which fails within the time period specified in the chart above from date of manufacture, as indicated by the serial number, provided the failure is due to a defect in material or workmanship. The only exception shall be when proof of purchase or installation is provided and then the warranty period shall be from the date thereof.

#### \*\*Warranty on Mineral Tanks and Brine Tanks:

Canature WaterGroup™ will provide a replacement mineral tank or brine tank to any original equipment purchaser in possession of a tank that fails within the time outline in the chart above, provided that the system is at all times operated in accordance with specifications and not subject to freezing or vacuum.

\*\*On fiberglass tanks 24” diameter or larger, due to slight expansion and contraction of the tanks, flexible connectors must have been properly installed between the tank openings and rigid piping. Also a vacuum breaker(s) must have been properly installed to protect the tank from vacuum under all conditions. Failure to install flex connectors and/or vacuum breaker(s), or improper installation the tank warranty will be void.

In addition, if the fiberglass tank has a tripod base, it must have been properly and securely attached to the floor. If not done or improperly installed, the tank warranty will be void.

**General Provisions:**

Damage to any part of this commercial system as a result of misuse, misapplication, neglect, alteration, accident, installation or operation contrary to our printed instructions, damage to ion exchange resin and seals caused by chlorine / chloramines in the water supply, damage to internal pistons and seals caused by wear and tear from iron, manganese, sediment and or silt, or damage caused by any force of nature is not covered in this warranty. We will repair or replace defective parts if our warranty department determines it to be defective under the terms of this warranty. Canature WaterGroup™ assumes no responsibility for consequential damage, labor or expense incurred as a result of a defect or failure. Media and Resin coverage is limited to the warranty provided by the original manufacturer.

As a manufacturer, we do not know the characteristics of your water supply. The quality of water supplies may vary seasonably or over a period of time. Your water usage may vary as well. Water characteristics can also change if the Product is moved to a new location. For these reasons, we assume no liability for the determination of the proper equipment necessary to meet your requirements, and we do not authorize others to assume such obligation for us. Further, we assume no liability and extend no warranties, express or implied, for the use of this product with a non-potable water source or a water source which does not meet the conditions for use as described in the Owners Guide.

CANATURE WATERGROUP'S™ OBLIGATIONS UNDER THIS WARRANTY ARE LIMITED TO THE REPAIR OR REPLACEMENT OF THE FAILED PARTS OF THE DRINKING WATER SYSTEM, AND WE ASSUME NO LIABILITY WHATSOEVER FOR DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, GENERAL OR OTHER DAMAGES.

**Return of Goods:**

An authorization number must be obtained before returning any merchandise. NOTE: All material returned to Canature WaterGroup™ must be returned freight prepaid. Upon inspection, if our warranty department determines the goods to be defective under the terms of this warranty, the warranty shall be limited to the defective parts to be repaired, replaced, or credited at Canature WaterGroup's™ discretion. You pay only freight to return defective parts to our factory and local dealer charges, including but not limited to labor charges, travel and transportation expenses, and handling fees.

Some State & Provincial jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Similarly, some State & Provincial jurisdictions do not allow exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction. Consult your authorized Dealer for warranty and service information.

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855 Park Street, Unit 1  
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