

**Who is covered:**

WaterBoss® and its suppliers, (herein collectively referred to as a “Manufacturer”) warrants to the original owner who purchased and installed the system (hereinafter “Owner”). The warranty is restricted to the water conditioner used in a single-family residence in the United States of America and is void if moved from the original installation location.

**What is covered:**

This Limited Warranty covers defects in materials or workmanship during the Limited Warranty period of your of your WaterBoss® Whole House Descaler including sub-components purchased with original system, except as provided below. The water descaler is warranted only when it is installed, operated and maintained in accordance with the instructions accompanying the water descaler found on [waterboss.com/product-registration/](http://waterboss.com/product-registration/). A water descaler should be installed in such a manner that, if the system or any connection thereto should leak, the resulting flow of water will not cause damage to the area in which it is installed. For detailed instructions read the manual accompanying the water descaler and review drawings in the manual.

**For how long:**

This Limited Warranty runs for 72 months from the date of purchase by a consumer (hereinafter “Warranty Period”). No Warranty coverage will be provided if the claimant is unable to provide proof of purchase from an authorized WaterBoss® reseller. Water conditions and use rates may limit the functional lifespan of your descaler. This Limited Warranty does not extend to the full estimated life span of the system.

**What WaterBoss® will do:**

1. If necessary, the Manufacturer will provide a replacement that fulfills the remaining estimated lifespan/capacity of your original purchase and send it to you with installation instructions. If industry standards, product improvements or product obsolescence prohibit Manufacturer from furnishing an identical model replacement water descaler or part under this Warranty, the Owner will be furnished with a new water descaler of comparable remaining capacity and functionality; however, the Owner will be charged for the additional value of the item(s) which Manufacturer has incorporated in the replacement water descaler. The Warranty period for any replacement will run for the balance of the original 72 months.
2. Component Part – If any component part proves to Manufacturer’s satisfaction to be defective in material or workmanship within the warranty period listed on the data plate label, the Manufacturer will furnish the Owner with a replacement for the defective part(s).
3. Return of Defective Water Descaler and Component Parts – Manufacturer reserves the right to examine the alleged defect in the water descaler or component part(s), and it will be the Owner’s obligation to return the water descaler and/or component part(s) to the Manufacturer at the Manufacturer’s request.

- a. When returning a water descaler, it must include all component parts.
- b. When returning component part(s), they must be individually tagged and identified with the water descaler model number, date of purchase, and date of installation.

**What is not covered:**

1. This Limited Warranty does not cover any systems that were not installed in compliance with the instructions or that have been abused or operated incorrectly.
2. This Limited Warranty applies only to products purchased from authorized WaterBoss® resellers.
3. The Limited Warranty stated herein is in lieu of any and all warranties, express or implied (whether written or oral), including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.
4. Manufacturer shall not be liable for any incidental, consequential, special, punitive, or contingent damages or expenses, arising, directly or indirectly, from any defect in the water filter or the use of the water descaler, including but not limited to water damage.
5. Manufacturer shall not be liable for any water damage arising, directly or indirectly, from any defect in the water filter or component part(s) or from its use.
6. Manufacturer shall not be liable for any damage or product failures caused by any of the following:
  - The water descaler or any of its component parts have been subject to misuse, alteration, neglect or accident.
  - The water descaler has not been installed in accordance with the applicable local plumbing and/or building code(s) and/or regulations or in their absence.
  - The water descaler is not installed, operated and maintained in accordance with the printed Manufacturer's instructions, including if the water descaler has any additional aftermarket equipment introduced into the sealed system not approved by the manufacturer.
  - The water descaler is exposed to highly corrosive conditions.
  - The water descaler is not continuously supplied with potable water.
  - The water descaler is not operated within the factory calibrated temperature limits.
  - The water descaler is installed in direct sunlight or exposed to freezing temperatures.
  - The water conditioner is removed from its original installation location.
  - The water descaler or any of its component parts fail due to sediment build-up.
  - Damage caused by fire, flood or acts of God.
  - Damage caused by over-pressurization in the water line.

7. This Limited Warranty does not cover damage caused by the use of parts that are not genuine WaterBoss® parts. This includes, but is not limited to replacement descalers, faucets, and/or diverter valves.
8. Except when specifically prohibited by the applicable state law, the Owner, and not the Manufacturer, shall be liable for and shall pay for all charges for labor or other expenses incurred in the removal, repair or replacement of the water descaler or any component part(s) claimed to be defective or any expense incurred to remedy any defect in the product. Such charges may include, but are not necessarily limited to:
  - a. All freight, shipping, handling and delivery costs of forwarding a new water descaler or replacement part(s) to the owner.
  - b. All costs necessary or incidental in removing the defective water descaler or component part(s) and installing a new water descaler or component part(s).
  - c. Any material required to complete, and/or permits required for, installation of a new water descalers or replacement part(s), and
  - d. All costs necessary or incidental in returning the defective water descaler or component part(s) to a location designated by the Manufacturer.

**How to get service:**

To receive service under this Warranty, you must contact WaterBoss® at 866-523-4099 within the Warranty Period to describe the problem to a customer service representative who will verify that the product is under Warranty and determine whether a part or the system will be replaced and whether you must send back the unit. You will be required to provide proof of purchase and proof of proper installation.

**Warranty registration:**

Warranty registration is not required for coverage under the WaterBoss® Limited Warranty. If you purchased from a retailer or an authorized reseller, please complete the online Warranty registration form at [waterboss.com/product-registration/](http://waterboss.com/product-registration/). Proof of purchase from an WaterBoss® authorized dealer is required. Once registered online, we will have a record of your purchase.

**How state law applies:**

This Warranty gives you specific rights and you may have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.