

# REVERSE OSMOSIS SYSTEMS LIMITED WARRANTY

Watts (the "Company") warrants its Reverse Osmosis Systems to be free from defects in material and workmanship under normal usage for a period of one year from the date of original shipment. Filters, membrane elements and flow restrictors that become fouled or plugged due to excessive turbidity, dissolved solids, or microorganisms are not covered by this warranty. In the event of such defects within the warranty period, the Company will, at its option, replace or recondition the product without charge.

## HOW TO OBTAIN WARRANTY SERVICE

For warranty service, call 800-752-5582 for a return authorization number. Then, ship your unit to our factory, freight and insurance prepaid, with proof of date of original purchase. Please include a note stating the problem. The Company will repair it, or replace it, and ship it back to you prepaid.

## WHAT THIS WARRANTY DOES NOT COVER

This warranty does not cover defects resulting from improper installation, (contrary to the Company's printed instructions), from abuse, misuse, misapplication, improper maintenance, neglect, alteration, accidents, casualties, fire, flood, freezing, environmental factors, water pressure spikes or other such acts of God.

This warranty will be void if defects occur due to the failure to observe the following conditions:

- #1 - The Reverse Osmosis System must be hooked up to a potable municipal or well cold water supply.
- #2 - The hardness of the water should not exceed 10 grains per gallon, or 170 ppm.
- #3 - Maximum incoming iron must be less than 0.2 ppm.
- #4 - The pH of the water must not be lower than 2 or higher than 11.
- #5 - The incoming water pressure must be between 40 and 100 pounds per square inch.
- #6 - Incoming water to the RO cannot exceed 100 degrees F (40 degrees C.)
- #7 - Incoming TDS (Total Dissolved Solids) not to exceed 1800 ppm.
- #8 - Do not use with water that is micro biologically unsafe or of unknown quality without adequate disinfection before or after the system.

This warranty does not cover any equipment that is relocated from the site of its original installation. This warranty does not cover any charges incurred due to professional installation. This warranty does not cover any equipment that is installed or used outside the United States of America and Canada.

## LIMITATIONS AND EXCLUSIONS

The Company will not be responsible for any implied warranties, including those of merchantability and fitness for a particular purpose. Watts will not be responsible for any incidental, consequential or special damages, including travel expense, telephone charges, loss of revenue, loss of time, inconvenience, loss of use of the equipment and damage caused by this equipment and its failure to function properly. This warranty sets forth all of the Company's responsibilities regarding this equipment.

## OTHER CONDITIONS

If the Company chooses to replace the equipment, the Company may replace it with reconditioned equipment. Parts used in repairing or replacing the equipment will be warranted for 90 days from the date the equipment is returned to you or for the remainder of the original warranty period, whichever is longer. This warranty is not assignable or transferable.

## YOUR RIGHTS UNDER STATE LAW

Some states do not allow limitations on how long an implied warranty lasts, and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply. This Limited Warranty gives you specific legal rights, and you may have other legal rights which vary from state to state. You should consult applicable state laws to determine your rights. **SO FAR AS IS CONSISTENT WITH APPLICABLE STATE LAW, ANY IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO ONE (1) YEAR FROM THE DATE OF ORIGINAL SHIPMENT.**

## SERVICE POLICY

For inoperative products beyond the warranty period, we assume no liability for replacement of valves due to service conditions beyond our control.



Effective: **July 2, 2018**

*This warranty applies to all products purchased after this date*

USA: T: (978) 689-6066 • F: (978) 975-8350 • Watts.com  
Canada: T: (905) 332-4090 • F: (905) 332-7068 • Watts.ca  
Latin America: T: (52) 55 4122 0138 • Watts.com/LatinAmerica