

5 YEAR LIMITED WARRANTY



Water Gem, Inc. guarantees to the original owner that the new water treatment system manufactured by us under Model # _____ bearing Serial # _____ and installed on _____ (date) is free from defect in materials and workmanship.

*****Please Note: All products must be registered with Water Gem, Inc. for warranties to be valid. Please fill out and mail the enclosed warranty card within (30) days from date of installation to place your water treatment system in warranty. Please retain this copy for your records. Water Gem retains the right to request documentation for install date verification*****

How does my warranty work?

If, during the respective warranty period, a part proves, after inspection by Water Gem to be defective, Water Gem will, at their sole option repair or replace that part at no charge, other than normal shipping, installation or service charges.

What is covered by the warranty?

Water Gem guarantees to the original owner that the salt tank for 5 years and the mineral tank for 10 years will not rust, corrode, leak, burst or in any other manner fail to perform their proper functions and that, for a period of 5 years, the valve body will be free of defects in materials and workmanship and will perform its proper function and that, for a period of 5 years, the electronic faceplate and all other parts, will be free of defects in materials and workmanship.

The terms and provisions of the above warranty are subject to the conditions covered in the installation manual.

The labor charges incidental to the repair and/or replacement of parts, electrical components, or water treatment system other than factory repairs is expressly excluded from this warranty.

How do I obtain warranty service?

Should you need service, your local independent Water Gem dealer is only a phone call away! To obtain warranty service, notice must be given, within 30 days of the discovery of the defect, to your Water Gem dealer. Should you not be able to contact your Water Gem dealer, please call us at 717-561-4440 or toll free 800-572-9135 or email us at info@watergem.com and we'll try to locate another Water Gem dealer in your area.

General Provisions

The above warranties are effective provided the water softener is operated at water pressures not exceeding 125 psi and at water temperatures not exceeding 120°F; provided that the water treatment system is not subject to abuse, misuse, alteration, neglect, freezing, accident or negligence; and provided further that the water treatment system is not damaged as the result of any unusual force of nature such as, but not limited to flood, hurricane, tornado or earthquake. Water Gem is excused if failure to perform its warranty obligations as the result of strikes, government regulation, materials shortages or other circumstances beyond its control. ****PLEASE NOTE: THIS MEANS ANY DAMAGE, ALTERATIONS OR MODIFICATIONS DONE TO THE PART(S) WILL IMMEDIATELY VOID THE WARRANTY.**

THERE ARE NO WARRANTIES ON THE WATER TREATMENT SYSTEM BEYOND THOSE SPECIFICALLY DESCRIBED ABOVE. ALL IMPLIED WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR OF FITNESS FOR A PARTICULAR PURPOSE, ARE DISCLAIMED TO THE EXTENT THEY MIGHT EXTEND BEYOND THE ABOVE PERIODS. THE SOLE OBLIGATION OF WATER GEM UNDER THESE WARRANTIES IS TO REPLACE OR REPAIR THE COMPONENT OR PART WHICH PROVES TO BE DEFECTIVE WITHIN THE SPECIFIED TIME PERIOD AND WATER GEM IS NOT LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. NO WATER GEM DEALER, AGENT, REPRESENTATIVE OR OTHER PERSON IS AUTHORIZED TO EXTEND OR EXPAND THE WARRANTIES EXPRESSLY DESCRIBED ABOVE.

Some states do not allow limitations on how long an implied warranty lasts or exclusions or limitations of incidental or consequential damage, so the limitations and exclusions in this warranty may not apply to you. This warranty gives you specific legal rights and you may have other rights which vary from state to state.