

THREE-YEAR LIMITED WARRANTY & ONE-YEAR LIMITED GUARANTEE

Three-Year Limited Warranty: *HydroFLOW* U.S.A., LLC (“*HydroFLOW*”) offers its customers (“you”) a three-year limited warranty against failure or defects in materials or workmanship in any *HydroFLOW* product (the “Product”) or its component parts, subject to the terms and conditions set forth below. If the Product or any of its parts fails during the first three years of operation, *HydroFLOW* or its representative will either (i) repair and replace the Product with a new one of the same model free of charge or (ii) refund the full purchase price of the Product. For this warranty to apply, you will need to provide proof that the Product has been installed properly and before-and-after proof that such Product is not operating as warranted.

One-Year Limited Guarantee: *HydroFLOW* offers you a one-year “fit for a particular purpose” money-back guarantee that the Product will reduce limescale accumulation when used in proper applications, which means that the Product is used in areas with constant water flow, such as inside pipes and nozzles. Subject to proper installation and use of the Product, if after 6 months of use you have not noticed any measurable reduction in limescale accumulation on the applicable areas of use, *HydroFLOW* will refund the full purchase price of the Product, so long as you have submitted a claim before the end of the first year after which the Product was purchased.

What Is Not Covered: This warranty and guarantee do not cover damage to the Product caused by improper installation, a surge or disruption in power (however caused), a water leak resulting from limescale removal, misuse, abuse, or force majeure (i.e., a flood or earthquake, etc.). Further, this warranty and guarantee do not cover claims made if the Product has not been properly used in conjunction with areas of constant water flow or as otherwise described herein. Please be aware that water leaks from plumbing systems may result as a consequence of limescale removal. You are therefore advised and have a duty to periodically inspect your plumbing systems to ensure that compression joints remain water-tight.

How To Make A Claim & Get Service: A claim under this warranty or guarantee must be submitted by email to *HydroFLOW* or the authorized dealer or vendor from which you purchased the Product, and such email must include: (i) a copy of the original receipt or proof of purchase of the Product, (ii) proof that the Product has been installed properly, (iii) a written explanation of the issue(s) with the Product, and (iv) one or more pictures of the Product and surrounding area that displays such issue(s). A *HydroFLOW* representative will then review your claim and contact you within 10 business days to coordinate the repair, replacement, or refund of the Product (whichever you prefer), or to request additional information.

Limitations: Warranty and guarantee claims are strictly limited to the value of the original purchase price or the repair or replacement cost. Extended warranty options may be available through your authorized dealer or vendor. *HydroFLOW* shall not be responsible for water leaks or damage caused by the removal of limescale. This warranty and guarantee are not valid unless the Product is properly used with an appropriate surge protection device of adequate quality to protect the Product and its components. *HydroFLOW* will not be responsible for any consequential, incidental, indirect, special, punitive or other loss or damage that may result from a product defect. *HydroFLOW* reserves the right to determine the validity of any claim and remedy in its sole discretion.

EXCEPT AS PROVIDED HEREIN, HYDROFLOW MAKES NO REPRESENTATION OR WARRANTY, EXPRESS OR IMPLIED (WHETHER WRITTEN, ORAL, STATUTORY, OR ARISING BY PREVIOUS COURSE OF DEALING OR USAGE OF TRADE), INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. HYDROFLOW MAKES NO GUARANTEE OF PERFORMANCE OTHER THAN AS SET FORTH ABOVE. NO AGENT, REPRESENTATIVE, OR EMPLOYEE OF HYDROFLOW IS AUTHORIZED TO MAKE ANY WARRANTIES OR GUARANTEES WITH RESPECT TO ITS PRODUCTS.

How State Law Applies: This warranty and guarantee is only valid in the United States of America. This warranty and guarantee supersede and modify any applicable state laws to the full extent permitted by law. You may have other rights depending on your state of residence.

HydroFLOW U.S.A. / sales@hydroflow-usa.com / www.hydroflow-usa.com

Serial Number: _____

