

2
YEAR
LIMITED
WARRANTY

EQ-AS20 WATER CONDITIONER FOR TANKLESS WATER HEATERS 2-YEAR LIMITED WARRANTY

What is covered

This Limited Warranty covers defects in materials or workmanship in manufacturing of your Aquasana Water Conditioner for Tankless Water Heaters during the term of the warranty, except as provided below.

For how long

This warranty period runs for 48 months from the date of purchase by a consumer ("Warranty Period"). No warranty coverage will be provided if the owner is unable to provide proof of purchase.

What is not covered

This warranty does not cover filter cartridges and any systems that were not installed in compliance with the instructions or that have been abused or operated incorrectly. It also does not cover the following:

- Incidental or consequential damages caused by a failure of the product.
- Clogging, as replacement of the Pre-Filter cartridge is the purchaser's responsibility.
- Damage from use of non-potable water supplies.
- Damage caused by failure to install and maintain unit in accordance with all printed instructions and local plumbing codes.
- Labor costs, permits or shipping costs.
- Damage caused by freeze, over-pressurization, fire or acts of God.

This warranty is voided if the product is used with parts that are not genuine Aquasana parts. This includes, but is not limited to: replacement filters, faucets, and diverter valves.

What Aquasana will do

We will replace the defective part of the covered product, or if necessary, the product and send it to you with installation instructions for a licensed plumber. The warranty on any replacement part shall be limited to the unexpired term of the original warranty. Aquasana reserves the right to inspect the part or product before authorizing warranty replacement. It shall be the owners obligation to return the part on request.

How to get service

To receive service under this Warranty, you must contact Aquasana, Inc. at 1-866-662-6885 or warranty@aquasana.com 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 defective part at our cost. If so, we will send you a return shipping label. You will be required to provide a proof of purchase (unless you purchased direct from us). We will send you the replacement part or system at no cost to you.

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. To the extent permitted by law, all other implied warranties are disclaimed or if not subject to disclaimer, limited to the term of the express warranty.

Warranty Registration

Warranty registration is not required for coverage under the factory direct purchases made from www.aquasana.com. If you purchased from a retailer or dealer, please complete the online warranty registration form at www.aquasana.com/warranty. Once registered online, we will have a record of your purchase and you will not be required to produce a proof of purchase for a warranty claim.