



# SimplySoft® 40,000 & 60,000 Grain Water Softener 5/10 Limited Warranty

## WHO IS COVERED

AQUASANA AND ITS SUPPLIERS, (herein collectively referred to as "Manufacturer") warrants to the owner of the home where the water softener is initially installed (hereinafter "Owner"). The warranty is restricted to the water softener 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 Warranty covers defects in materials or workmanship on the control valve (except for Wear and Tear items – Media, Piston, Seals and Brine Valve), pressure tank, and brine tank during the limited warranty period of your SimplySoft Water Softener System only as defined below. Any additional products purchased with the original system or separately (may or not include pre- or post-filters, Rhino Whole House Filters, or other products or fittings) are warranted according to the information provided in their documentation. The warranty is only valid when the water softener is installed, operated, and maintained in accordance with the instructions accompanying the product and found on [Aquasana.com](http://Aquasana.com) and not subject to freezing or vacuum. A water softener should be installed in such a manner that, if the tank 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 softener and review drawings in the manual.

## FOR HOW LONG

The warranty runs for the length of time specified in the chart below 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. Water conditions and use rates may limit the functional lifespan of your water softener or impact the life of the aforementioned "Wear and Tear" items.

## WHAT AQUASANA WILL DO

- If necessary, the Manufacturer will provide a replacement component that fulfills the remaining estimated life 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 softener under this warranty, the Owner will be furnished with a new water softener of comparable 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 softener.
- Components – If a component of the control valve, the pressure tank or the brine tank proves to Manufacturer's satisfaction to be defective in material or workmanship within the warranty period listed, the Manufacturer will furnish the Owner with a replacement for the defective part(s).
- Return of Defective Water Softener and Component Parts – Manufacturer reserves the right to examine the alleged defect in the water softener or component part(s), and it will be the Owner's obligation to return the water softener and/or component part(s) to the Manufacturer at the Manufacturers request.
  - When returning a complete water softener, it must include all component parts.
  - When returning component part(s), they must be individually tagged and identified with the water softener's model number, date of purchase, and date of installation.

## WHAT IS NOT COVERED

- This Warranty applies only to products purchased from authorized Aquasana resellers.
- This warranty does not cover filters cartridges, auxiliary equipment, and any systems that were not installed in compliance with the instructions or that have been abused or operated incorrectly.

- 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.
- Manufacturer shall not be liable for any incidental, consequential, special, or contingent damages or expenses, arising, directly or indirectly, from any defect in the water softener or the use of the water softener.
- Manufacturer shall not be liable for any water damage arising, directly or indirectly, from any defect in the water softener or component part(s) or from its use.
- Manufacturer shall not be liable for any damage or product failures caused by any of the following:
  - The water softener or any of its component parts have been subject to misuse, alteration, neglect or accident.
  - The water softener 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 softener is not installed, operated and maintained in accordance with the printed Manufacturer's instructions, including if the water softener has any additional aftermarket equipment introduced into the system not approved by the manufacturer.
  - The water softener is exposed to highly corrosive conditions.
  - The water softener is not continuously supplied with potable water.
  - The water softener is not operated within the factory calibrated temperature and pressure limits.
  - The water softener is moved from its original installation location.
  - The water softener is installed in direct sunlight or exposed to freezing temperatures.
  - The water softener or any of its component parts fail due to iron or sediment build-up or chlorine degradation.
  - Clogging due to purchaser's failure to replace the pre-filter cartridge if sold as part of the original system.
  - Damage caused by fire, flood or acts of God.
  - Damage caused by over-pressurization in the water line.
- This warranty does not cover damage caused by the use of parts that are not genuine Aquasana parts. This includes, but is not limited to replacement filters, faucets, and/or diverter valves.
- 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 filter 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:
  - All freight, shipping, handling and delivery costs of forwarding a new water softener or replacement part(s) to the owner.
  - All costs necessary or incidental in removing the defective water softener or component part(s) and installing a new water softener or component part(s)
  - Any material required to complete, and/or permits required for, installation of a new water softener or replacement part(s), and All costs necessary or incidental in returning the water softener or component part(s) to a location designated by the manufacturer.

## HOW TO GET SERVICE

To receive service under this Warranty, you must contact Aquasana (A. O. Smith Water Treatment (North America), Inc.) at 1-866-662-6885 or support@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 unit. You will be required to provide proof of purchase and proof of proper installation.

SimplySoft® Water Softener Warranty Coverage

Component	Limited Warranty Duration
Control Valve	5 years
Pressure Vessel and Brine Tank	10 years
Installation Kit, Pre- & Post-Filter Housings (if included with original purchase)	12 months

This warranty does not include Rhino® Filters. See full warranty information for the Rhino® Filters in the original Rhino® manual.

This warranty does not include the UV Filter. See full warranty information for the UV Filter in the original UV manual.