

aquama® Warranty Terms & Conditions

1. What does the present warranty cover?

aquama®'s liability under the present warranty is limited to repairing and/or replacing defective products only. The warranty does not cover any losses and/or damages caused directly or indirectly by the machines.

aquama® reserves the right to invoice additional charges or may refuse to maintain any machines, parts thereof and its products installed at locations which are inaccessible and/or hazardous to aquama®'s service agents.

If any part of the machine is no longer available, aquama® shall replace it with a similar functional part.

Provided the machine has been used in conformity with its intended purpose and according to aquama®'s specific guidelines, the present warranty shall cover the following:

- 1) the repair or replacement (at aquama®'s discretion) of the machine, within the warranty period, if it is found to be defective due to faulty materials or workmanship;
- 2) specifically, the following internal components of the machine:
 - aquama® reactor,
 - softener,
 - salt pump,
 - tank,
 - internal piping,
 - pump,
 - IT and electrical components,
 - solution dispensing nozzle,
 - level sensor,

2. What is excluded from the warranty?

The warranty shall not apply under the following circumstances:

- 1) if the serial number of the machine has been changed, altered, or removed;
- 2) if the machine has been moved or transported without the supervision of an aquama® representative or aquama®'s duly authorized agent;
- 3) if the machine has not been installed under the supervision of an aquama® representative or aquama®'s duly authorized agent, nor if it has not been maintained and/or used in accordance with the instructions given by the manufacturer and/or its legal representative;

- 4) if the specifications sheet and/or the user manual have/has not been complied with;
- 5) if the machine has been put in a tilted or inclined position, or has not been installed on a flat surface;
- 6) if the machine has been repaired, tampered with, modified, or disassembled by anyone other than an aquama® representative or aquama®'s duly authorized agent or without obtaining aquama®'s explicit prior written approval. Only aquama® and/or its duly authorized agent are qualified to carry out repair/maintenance work or related services during the warranty period;
- 7) if the machine has been opened by anyone other than an aquama® representative or aquama®'s duly authorized agent;
- 8) if the machine has been stored in a place that is not protected, not ventilated, or has been in direct contact with sunlight or rain, or excessive water, or water under pressure, or exposed to temperatures above 40° Celsius;
- 9) in the event of any defect caused by abnormal voltage or in-coming power supply from a generator;
- 10) in the event of any defect caused by external plumbing work that significantly affects the water pressure in the premises without having first shut off the water supply and the machine itself, or other circumstances causing abnormal water pressure or water supply to the machine;
- 11) in the event of any defect caused by fire, electrical disturbances, and/or other natural disasters or due to non-compliance with the recommended use and installation/maintenance of the machine;
- 12) in the event of any defect caused by pests such as lizards, rats, cockroaches, ants, etc.;
- 13) in the event of any defect caused by a chemical reaction, excessive heat, excessive dust, or corrosive environment;
- 14) in the event of any use of the machine without the original aquama® spare parts or parts recommended by the manufacturer;
- 15) in the event of introducing into the machine any salt not prescribed or supplied by aquama® or its legal representative;
- 16) in the event of introducing into the machine via the salt inlet any product or solution other than the salt supplied by aquama® or its legal representative;
- 17) in the event of any defect caused by accident, misuse or improper handling, negligence, abuse or during the transport;

- 18) in the event of any defect caused by a malicious, vandalism or deliberate act, no matter who is to blame, that affects the proper operation of the machine;
- 19) in case of resorting to machine or spare parts purchased abroad or from unauthorized suppliers.

The following machine parts are excluded from the terms and conditions of the present warranty:

- external panels of the machine,
- front LED aquama® signal lamps,
- machine parts showing scratches and/or any other alterations due to daily use,
- wheels,
- external piping,
- filters,
- power cable.

3. What are the terms and conditions of the present warranty?

A written proof of delivery/purchase is needed before any work can be carried out on a machine under the aforesaid warranty conditions. Without such proof, all and any work carried out shall be chargeable. For this reason, please keep your purchase receipt and/or delivery slip during the entire warranty period.

All and any work is only to be carried out by an aquama® representative or aquama®'s duly authorized agent.

The repair or replacement of the machine and/or spare parts thereof under warranty shall not extend the duration of the standard warranty period stated below.

4. When does the warranty become effective?

The warranty becomes effective starting on the purchase or delivery date of the machine, whichever date is earlier in time.

The duration of the standard warranty period is limited to two (2) years' time.