

15 YEAR LIMITED WARRANTY

15 Year Tank Warranty Platinum Water Softener

Congratulations! You have just purchased the highest quality water softener product on the market. **Please retain your sales order as proof of your warranty.**

To whom is this warranty extended?

Water Depot warrants its products to the original owner and guarantees that the products will be free from defects in materials and workmanship from the original date of purchase in the timelines described below.

How does my warranty work?

All products must be registered online at www.waterdepot.ca for warranties to be valid.

If, during the respective warranty period, a part proves, after inspection by Water Depot, to be defective, Water Depot will, at its 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 Depot guarantees that, for a period of 15 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 15 YEARS, the ELECTRONIC FACEPLATE and ALL OTHER PARTS, will be free of defects in materials and workmanship and will perform their normal functions. For 15 years to the original owner, the SALT TANK and the MINERAL TANK will not rust, corrode, leak, or in any other manner fail to perform their proper functions.

Only on models designated as Platinum, the RESIN is guaranteed for 15 years to the original owner, to be free of defects in materials and workmanship.

How do I obtain warranty service?

Should you need service, your local independent Water Depot Franchise is only a phone call away.

To obtain warranty service, notice must be given, within thirty (30) days of the discovery of the defect, to your local Water Depot Franchise.

General Provisions

The above warranties are effective provided the Platinum water softener is operated at water pressures not exceeding 125 psi, and at water temperatures not exceeding 120°F; provided further that the water softener is not subject to abuse, misuse, misapplication, alteration, neglect, freezing, accident or negligence; and provided further that the water softener is not damaged as the result of any unusual force of nature such as, but not limited to flood, hurricane, tornado or earthquake. Water Depot, is excused if failure to perform its warranty obligations is the result of strikes, government regulation, materials shortages, or other circumstances beyond its control. A lifetime warranty is based on a twenty year period.

THERE ARE NO WARRANTIES ON THE WATER SOFTENER 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 DEPOT UNDER THESE WARRANTIES IS TO REPLACE OR REPAIR THE COMPONENT OR PART WHICH PROVES TO BE DEFECTIVE WITHIN THE SPECIFIED TIME PERIOD, AND WATER DEPOT IS NOT LIABLE FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES. NO WATER DEPOT FRANCHISE, AGENT, REPRESENTATIVE OR OTHER PERSON IS AUTHORIZED TO EXTEND OR EXPAND THE WARRANTIES EXPRESSLY DESCRIBED ABOVE.

Some states or provinces 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 or province to province.

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