



## **Griswold Water Systems Limited Warranty**

**April 2014**

1. **Limited Warranty** - Griswold Water Systems (“GWS”) warrants its products to be free from defects in material and workmanship as indicated below:
  - a. GWS warrants Separators and Electronic Water Treatment Units for a period of 60 months from the date of install or 66 months from date of shipment, whichever occurs first.
  - b. Except as set forth herein, GWS warrants all other products, including pump control panels and system components, for a period of 12 months from the date of install or 18 months from the date of shipment, whichever occurs first.
  - c. GWS will transfer and assign to the customer any extended warranties provided by the original equipment manufacturer for GWS purchased items.
  - d. Notwithstanding the limited warranty herein, pump seals, filter bags and other normal wear items and products are not covered under this limited warranty.
2. **Extent of Limited Warranty** - GWS’ sole responsibility for malfunctions and defects in product(s) is limited to repair and replacement, as set forth in this limited warranty statement.
  - a. This limited warranty does not cover incidental or consequential damages, injuries, loss of revenue, failure to realize savings or other costs resulting from defective product(s).
  - b. This limited warranty does not cover any costs relating to removal or replacement of any GWS supplied system or component or any other charges associated with said removal or replacement.
  - c. This limited warranty does not cover damages due to external causes, including, but not limited to, improper use, problems with electrical power, accident, neglect, alteration, repair, improper installation, static discharge or improper testing.
  - d. This limited warranty shall be null and void if any modifications or additions are made to any GWS product or system without written factory approval.
  - e. Return shipping costs to GWS or any original equipment manufacturer are the customer’s responsibility.
3. **Fitness of Use** – THE WARRANTIES HEREIN ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND GWS

**MAKING WATER WORK**

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SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

4. Damages - This limited warranty does not apply to products, damages or injuries resulting from misuse, neglect, normal expected wear, corrosion, improper installation, modifications, alterations, tampering or operation contrary to GWS or an original equipment manufacturer's recommendations. THE REMEDIES IN THIS WARRANTY ARE CUSTOMER'S SOLE AND EXCLUSIVE REMEDIES.
5. **RMA Required** – Before sending any item to GWS for warranty repair or replacement, a Return Material Authorization (RMA) number must be obtained from GWS.
  - a. This number needs to be placed on the address label and the packing slip in order to assure proper credit is issued.
  - b. Ship defective unit, freight prepaid, to GWS, ATTENTION RMA# \_\_, 1525 E. 6th St., Corona, CA 92879.
6. **Inspection** - Upon inspection of the product at GWS' facility in Corona, California within the warranty period, if the defective material is determined to be covered under this limited warranty, GWS shall repair or replace the defective material at no additional cost to the customer.
7. **Repairs & Replacements** - GWS has the option, at its sole discretion, to either repair or replace defective items with either new or remanufactured components. Warranty replacement or repair shall not extend the original warranty period.
8. **Shipping Damage** – All products are shipped F.O.B. factory. Damage to a unit during shipping must be claimed at the time of product receipt and noted on the bill of lading before signing. Any and all shipping damages are the responsibility of the freight company and not the obligation or responsibility of GWS.
9. **Shipment of Replacement Parts and Units** - The customer must provide GWS with a Purchase Order for replacement units. When received by GWS, the returned unit will be inspected.
  - a. If the defective unit is determined to be covered under this limited warranty, a credit for the cost of the replacement unit will be made.
  - b. If the defect is not a covered defect, the replacement unit will be invoiced in accordance with the Purchase Order. The customer can request the unit be returned to the customer. Shipping charges will be the responsibility of the customer.

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