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**FALSKEN WATER SYSTEMS, INC.**  
**RESIDENTIAL EQUIPMENT WARRANTY INFORMATION**

(Updated October 2018)

Falsken Water Systems, Inc. (FWS) provides a limited warranty for products it distributes and assembles. This limited warranty is extended to the original end-user acquiring the product from an authorized FWS dealer or distributor. Warranty is only for defects in materials or workmanship of the products. Water pressure for all water using appliances, including water treatment equipment, should be maintained below 75 PSI. **No negative water pressure should enter the equipment at any time.** FWS will not be liable for any special incidental, indirect or consequential damage resulting from the use of this product or any incidental costs including labor or travel costs for removing or replacing defective units. Transportation and labor costs for replacing a defective part/unit will be the responsibility of the purchaser. **FWS reserves the rights to repair defective units in place of replacement.** The length of your warranty depends on the product you purchase (See below).

**Limited Warranty for Water Softeners/Water Conditioners**

Falsken Water Systems, Inc. warranties the softener and conditioner valve to be free from defects in material and workmanship for a period of five (5) years from the date of manufacture. Falsken Water Systems, Inc. warranties the conditioner tank, softener tank and brine tank for a period of ten (10) years from the date of manufacture. Internals (riser tube, media, screen, etc.) are warrantied for a period of one (1) year from the date of manufacture. Equipment must be used within the parameters of the operating conditions and maintenance requirements. Replacement products and parts are covered for the original warranty period or 30 days from the date of replacement, whichever is longer. Water softeners are built to comply with SB1006 CA efficiency standards of 4,000 grains per pound of salt.

**Limited 1-Year Warranty for the Heater Treater®**

Falsken Water Systems, Inc. warranties products it assembles under the Heater Treater® brand name to be free from defects in material and workmanship for a period of one (1) year from the date of original purchase. Equipment must be used within the parameters of the operating conditions and maintenance requirements. The Heater Treater® units incorporate a disposable filter and water treatment material with a life expectancy. It is the responsibility of the purchaser to determine and replace the filter cartridge accordingly. Do not use on any microbiologically unsafe water or water of unknown quality. No warranty will be in effect until the system has been registered. A completed Warranty Registration Form must be received by FWS within 30 days from the date of installation. Original purchase receipt must accompany any claims.

**Limited Warranty for Reverse Osmosis Drinking Water Systems**

Falsken Water Systems, Inc. warranties reverse osmosis systems to be free from defects in material and workmanship for the following periods:

- **FAL-RO5-35E:** Two (2) years from the date of original purchase.
- **FAL-RO5-HE:** Two (2) years from the date of original purchase.
- **FAL-NS-IN-30-00:** One (1) year from the date of original purchase.

Equipment must be used within the parameters of the operating conditions and maintenance requirements. The unit must be connected to a chlorinated water supply. The unit must also be connected to microbiologically safe water supply. The water pressure to the reverse osmosis membrane must be between 52 and 80 PSI. The water temperature cannot exceed 85 degrees Fahrenheit and pH cannot be lower than 4 or higher than 9. Total dissolved solids (TDS) cannot be higher than 1500 ppm.

**All Other Products**

Call Falsken Water Systems for products not listed on this form.

*All water treatment devices require regular servicing to maintain water quality, efficiency and protect against premature costly repairs. We suggest the original installer/contractor perform this service.*

**California Residents – Proposition 65 Warning** – These products contain chemicals known to the State of California to cause cancer or birth defects or other reproductive harm.

### **Limitation on Warranties**

No one is authorized to make any other warranties on behalf of FWS or its agents. Except as expressly provided herein, there are no other warranties, expressed or implied, including, but not limited to warranties of merchantability or fitness for a particular purpose, which extend beyond the description of the warranty herein and further shall not be liable for indirect, incidental, special, consequential or other similar damages that may arise, including lost profits, damage to person or property, loss of use, inconvenience, or liability arising from improper installation, service or use.

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This limited warranty gives you specific legal rights, and you may also have other rights which vary state to state.

### **THIS WARRANTY DOES NOT APPLY IN OR PROVIDE COVERAGE UNDER THE FOLLOWING CIRCUMSTANCES:**

- A) Original product or component has been subject to accident, abuse, misuse or has been improperly installed /maintained.
- B) Damage to product or component by fire, flood, electrical surge, freezing, or any act of nature.
- C) Damages due to unauthorized modifications, alterations, attachment or repairs.
- D) Damages to any product or component sold or installed outside of the 50 States of the United States of America or the District of Columbia.
- E) Any failures that are not due to defects in materials or workmanship (mechanical and/or electrical parts).
- F) Any product or component where serial numbers or manufacture date has been altered or defaced.
- G) The product has been removed from its original installation location.
- H) Failure of product or component is due to violation of relevant local or state building or plumbing codes.

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