

## Commercial Softener & Filter Unit Warranty

**NOTICE: THIS MANUAL CONTAINS A LIMITED WARRANTY. BY INSTALLING AND/OR USING THIS PRODUCT, YOU WAIVE CERTAIN LEGAL RIGHTS INCLUDING THE RIGHT TO SUE OR CLAIM COMPENSATION IN THE EVENT OF PROPERTY DAMAGE, INJURY AND/OR DEATH. PLEASE READ THE DOCUMENT CAREFULLY AS CONTAINS IMPORTANT INFORMATION ABOUT YOUR WARRANTY AND EXCLUSIONS.**

Products manufactured and assembled by Canature WaterGroup™ are warranted to do the work for which they are intended where properly installed, operated and maintained. Canature WaterGroup™ warrants each new commercial water softener to be free from defects in materials and workmanship subject to the qualifications or exclusions below.

Commercial Systems are defined by pressure tank size and / or the amount of resin or filter media contained in the tank. Commercial systems use 14" [355mm] diameter tanks and can contain above 3.0 cubic feet [84.95 L] of resin or filter media.

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### WARRANTY TABLE FOR ASSEMBLED UNITS

|                                                                 |                                                              |
|-----------------------------------------------------------------|--------------------------------------------------------------|
| <b>Fiberglass tanks 14"-63" in diameter or larger</b>           | <b>5 Years</b>                                               |
| <b>Control Valves &amp; Electronics</b>                         | <b>5 Years</b>                                               |
| <b>Diaphragm Valves, Meters &amp; Electric Ball Valves</b>      | <b>1 Year</b>                                                |
| <b>Brine Tanks And Internal Assemblies</b>                      | <b>1 Year</b>                                                |
| <b>Media</b>                                                    | <b>Limited to warranty provided by original manufacturer</b> |
| <b>Vinylester / Hot Water Application Max Temp 150F</b>         | <b>1 Year</b>                                                |
| <b>Steel Tanks (epoxy lined)</b>                                | <b>1Year</b>                                                 |
| <b>Other Components Manufactured by Canature Watergroup</b>     | <b>1 Year</b>                                                |
| <b>Other Components Not Manufactured by Canature Watergroup</b> | <b>Limited to warranty provided by original manufacturer</b> |

Canature WaterGroup™ will replace any part (except for Wear and Tear Items – Media, Piston, Seals and Brine Valve) which fails within the time period specified in the chart above from date of manufacture, as indicated by the serial number, provided the failure is due to a defect in material or workmanship. The only exception shall be when proof of purchase or installation is provided and then the warranty period shall be from the date thereof.

**Canadian Head Office:**  
855 Park Street, Unit 1  
Regina, SK S4N 6M1

**US Head Office:**  
9760 Mayflower Park Drive  
Suite 110, Carmel, IN 46032

**Toll Free:** 1-877-288-9888  
**Website:** canaturewg.com

supportcanada@canaturewg.com supportusa@canaturewg.com

## Warranty on Mineral Tanks and Brine Tanks:

Canature WaterGroup™ will provide a replacement mineral tank or brine tank to any original equipment purchaser in possession of a tank that fails within the time outline in the chart above, provided that the system is at all times operated in accordance with specifications and not subject to freezing or vacuum.

**Exclusions:** Damage to any part of this water softener or filter as a result of misuse, misapplication, neglect, alteration, accident, installation or operation contrary to our printed instructions, damage to ion exchange resin and seals caused by chlorine / chloramines in the water supply, damage to internal pistons and seals caused by wear and tear from iron, manganese, sediment and or silt, or damage caused by any force of nature is not covered in this warranty.

On fiberglass tanks 24" diameter or larger, due to slight expansion and contraction of the tanks, flexible connectors must have been properly installed between the tank openings and rigid piping. Also, a vacuum breaker(s) must have been properly installed to protect the tank from vacuum under all conditions. Failure to install flex connectors and/or vacuum breaker(s), or improper installation the tank warranty will be void.

In addition, if the fiberglass tank has a tripod base, it must have been properly and securely attached to the floor. If not done or improperly installed, the tank warranty will be void.

At our sole discretion, we will repair or replace defective parts if our warranty department determines it to be defective under the terms of this warranty. Canature WaterGroup™ assumes no responsibility for consequential damage, labor or expense incurred as a result of a defect or failure. Media and Resin coverage is limited to the warranty provided by the original manufacturer.

As a manufacturer, we do not know the characteristics of your water supply. The quality of water supplies may vary seasonably or over a period of time. Your water usage may vary as well. Water characteristics can also change if the appliance is moved to a new location. For these reasons, we assume no liability for the determination of the proper equipment necessary to meet your requirements, and we do not authorize others to assume such obligation for us. Further, we assume no liability and extend no warranties, express or implied, for the use of this product with a non-potable water source or a water source which does not meet the conditions for use as described in the Owners Guide.

**CANATURE WATERGROUP'S™ OBLIGATIONS UNDER THIS WARRANTY ARE LIMITED TO THE REPAIR OR REPLACEMENT OF THE FAILED PARTS OF THE WATER TREATMENT SYSTEM AND WE ASSUME NO LIABILITY WHATSOEVER FOR DIRECT, INDIRECT, INCIDENTAL, CONSEQUENTIAL, SPECIAL, GENERAL OR OTHER DAMAGES.**

**Return of Goods:** An authorization number must be obtained before returning any merchandise. NOTE: All material returned to Canature Watergroup must be returned freight prepaid. Upon inspection, if our warranty department determines the goods to be defective under the terms of this warranty, the warranty shall be limited to the defective parts to be repaired, replaced, or credited at Canature WaterGroup's discretion. You pay only freight to return defective parts to our factory and local dealer charges, including but not limited to labor charges, travel and transportation expenses, and handling fees.

Some State & Provincial jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Similarly, some State & Provincial jurisdictions do not allow exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights, which vary from jurisdiction to jurisdiction. Consult your authorized Dealer for warranty and service information.

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