



LIMITED PRODUCT WARRANTY

HALO Water System's (HALO Hybrid) point of entry residential water filters and softener is warrantied to the original owner at the original residential installation location to be free from defects in materials and workmanship from the date of manufacture as specified. If a HALO Hybrid system was purchased from a 3rd party, liquidator or by any means other than an authorized licensed wholesale distributor, the warranty is void.

CONDITIONS OF WARRANTY

- The system must be installed and maintained according to local codes and secondarily in accordance with manufacturer's recommendations. Contact HALO if there are any conflicts between local codes and our printed instructions.
- The system must be maintained with HALO approved replacement components.
- Failures resulting from fire, freezing, neglect, accident, alteration, abuse, improper installation or acts of nature are not covered.
- Water pressure must be regulated between 30 to 80 pounds per square inch working or static pressure. Pressure exceeding 80 pounds per square inch (psi) working or static pressure voids all warranties.
- If installed without a current well water report being submitted for recommendation to HALO Water Systems all warranties are void.
- Internal water temperature must be within 40° F and 100° F.
- Influent chlorine must not exceed 1 mg/L.
- HALO does not warrant to perform, pay for, or finance any repairs and/or installations. The customer must contact the HALO representative prior to any repairs or replacements
- The system must be properly installed by a licensed contractor.
- Proper precautions must be taken when installing the system near objects that can be damaged by water. HALO Water Systems, LLC accepts no responsibility for water damage or loss of property due to water damage. In areas of high risk of water damage, the use of a water protection devices such as a water pan and leak detector near the system is recommended.

HALO WARRANTY COMMITMENTS

1. HALO will provide one (1) replacement tank for any tank that fails due to a manufacturing defect.
2. HALO warrants that components for the equipment will be available for the lifetime of the system.
3. HALO will provide comparable components of our selection to replace any obsolete items.
4. HALO will, within ten years from date of install repair or replace warranted defective control valve parts at no charge.
5. HALO will provide one (1) replacement carbon media package at no charge (except freight and handling) for 10 years from the date of installation due to media failure. (Chlorine only)
6. This warranty gives you specific legal rights that may vary from state to state.

OBTAINING WARRANTY SERVICE

Prior to any Warranty actions, including replacement or removal of parts and/or equipment, service tech must put system on by-pass and immediately contact HALO to provide model number, serial number and photos of system and problem site.

All returns must be accompanied by a "Return Merchandise Authorization" (RMA) Form along with all defective/warranted part(s) including a copy of this warranty, original purchase receipt, and the RMA number. HALO will at our option, provide replacement parts, no more than two parts at no cost, except freight, handling charges. You can contact HALO at (800) 591-0538 or email us at service@halowater.com.

LIMITATIONS AND EXCLUSIONS

This warranty is exclusive and in lieu of any other warranty expressed or implied, including but not limited to, any implied warranty of merchantability of fitness for a particular purpose. HALO shall not be liable for any loss or incidental or consequential damages resulting from the misuse or inability to use this equipment by the buyer or any user. This warranty is non-transferable and is valid only on residential applications for the treatment of municipal water supplies.

Warranty is Void if:

1. You are not the original purchaser (unless you are listed as the owner when activating the warranty)
2. You did not activate the warranty online at www.halowater.com
3. The HALO product was not installed by a licensed contractor
4. The product was not sold to you by a licensed contractor
5. If the HALO Hybrid system was purchased from a 3rd party, liquidator or by any means other than an authorized licensed wholesale distributor, the warranty is void.