



### **TEN YEAR WARRANTY**

1. HALO will provide one 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 10 years from date of install repair or replace warranted defective control valve parts at no charge.
5. HALO will provide replacement carbon media at no charge (except freight and handling) for 10 years from the date of installation due to media failure.

### **CONDITIONS OF WARRANTY**

1. The system must be installed and maintained according to local codes and secondarily in accordance with manufacturer's recommendations.
2. The system must be maintained with HALO approved replacement components.
3. Failures resulting from fire, freezing, neglect, accident, alteration, abuse, improper installation or acts of nature are not covered
4. Water pressure must be regulated between 40 to 80 pounds per square inch working or static pressure Pressure exceeding 80 pounds per square inch (psi) working or static pressure voids all warranty.
5. Pressures exceeding 120 pounds per square inch and vacuum in excess of 5"HG (17 Pa) voids warranty on tank.
6. Water temperature that is not maintained between 33° - 110° voids warranty.
7. Influent chlorine must not exceed 1 mg/L.
8. HALO does not warrant to perform, pay for, or finance any repairs and/or installations. The customer and contractor must contact the HALO representative and provide pictures of installation, serial and model number prior to any repairs or replacements.
9. If a H2 Zero system was purchased from a 3rd party, liquidator or by any means other than an authorized licensed wholesale distributor, the warranty is void.
10. The system must be properly installed by a licensed contractor.
11. 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.
12. System damage caused by vacuum, moving or unsupported plumbing is not covered under warranty. Proper vacuum relief valves, plumbing supports and flexible connectors are required where these conditions pose a risk to system.

**NOTICE:** HALO Water Systems, LLC reserves the right to make product design modifications resulting in changes to product and operating specifications without prior notice and is under no obligation to implement such changes to HALO product previously or subsequently sold. The information contained herein is not an installation instruction. Please read and follow all installation instructions before beginning the installation of any HALO Water System's product. Contact HALO Water Systems for any additional product information.

### **OBTAINING WARRANTY SERVICE**

All returns must be accompanied by a "Return Merchandise Authorization" (RMA) form, the defective part(s), and original purchase receipt. HALO will, at our option, repair or provide replacement parts at no cost. HALO warranty does not include freight, handling, or on-site labor charges. HALO does not provide on-site service. You can contact HALO at (800) 591-0538.

### **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 the equipment by the buyer or any user.