

WARRANTY

HALO Defender II and Filter—Limited Warranty

- If a DEFENDER II filtration system was purchased from a 3rd party, liquidator or by any means other than an authorized licensed wholesale distributor, the warranty is void.
- HALO Water Systems warrants its line of Defender II filtration systems to be free of defects in material and workmanship for a period of ten years on the tank, and one year on Defender II filter cartridges and electronics, from the date of installation. This warranty is extended to original purchaser at the original residential installation location by authorized OEM customers. Use of this product constitutes buyer's acceptance of this Limited Liability.
- This warranty does not cover any equipment purchased for use in applications in which the product is not suited. It is the responsibility of the buyer to determine if a product is suitable for a particular application.
- Our obligations under this warranty are limited to the repair or replacement (at HALO Water System's sole discretion) of the failed parts of the water treatment unit manufactured by HALO Water Systems, and we assume no liability whatsoever for direct, indirect, incidental, consequential, special, general or other damages.
- 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 is recommended.
- 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 obligations for us.
- We assume no liability and extend no warranties, expressed 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 described in the owner's guide or performance data sheet for the product.
- The warranty provided herein applies, only when used within the product specifications and service life, from the date of installation, beyond which HALO Water Systems is absolved of any and all liability for any use of the product. There are no other warranties, either of merchantability or fitness, either expressed or implied. Some states do not allow exclusion or limitation of incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state, or country to country. To know what your legal rights are, consult your local or state consumer affairs office, your state's Attorney General, or your national equivalent for international users.

THIS WARRANTY EXCLUDES THE FOLLOWING:

- Damage caused by improper installation, operation or care.
- Damage caused by chemical attack, environment, accident, fire, flood, freezing, act of God, misuse, misapplication, neglect, oxidizing agents (such as chlorine, ozone, chloramines and other related components), alteration, installation or operation contrary to the printed instructions, or by the use of accessories or components which do not meet HALO Water System's specifications, including the use of a replacement element not manufactured or supplied by HALO Water Systems. Refer to the specifications section in the Installation and Operation manual for approved application parameters.
- Modification or alteration.
- Rubber type parts and normal wear items, e.g. O-rings, etc.
- Any costs of labor or expenses expended in the removal and/or installation of unit, or any surrounding device.
- Altering or removing the HALO Water Systems information label.
- Use of non-HALO Water Systems approved cartridges, filters, or replacement parts with the appropriate systems or vessels.
- Non-use of supported piping for plumbing connections to in/out connections.
- Service trips to installation site to train user on how to use product.
- Improper installation.
- 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.
- Failure of product if it is abused, misused, or used for other than the intended purpose.
- Replacement of water filter cartridge due to water pressure that is outside the specified operating range or due to excessive sediment in water supply; or replacement with non-authorized replacement cartridge.
- Incidental or consequential damage caused by possible defects with any other equipment not covered by this warranty.

SPECIAL NOTICES:

- Do not use water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after installing filter or system.
- Systems certified for cyst reduction may be used on disinfected water that may contain filterable cysts.
- Any system this filter is installed in must be maintained according to manufacturer's instructions, including replacement of filter cartridges.
- Contaminants or other substances removed or reduced by this water filter cartridge are not necessarily in your water.
- Note that while testing was performed under standard laboratory conditions, actual performance may vary. Systems using these filters must be installed and operated in accordance with manufacturer's recommended procedures and guidelines.
- 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.
- Water pressure must be regulated between 20 to 125 pounds per square inch working or static pressure. Pressure exceeding 125 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 34° F and 120° F. Do not allow system to freeze. Operating system outside of specified temperature range voids all warranty.
- The system must be properly installed by a licensed contractor.

LIMITED LIABILITY: HALO Water Systems makes no warranties of any kind, expressed or implied, statutory or otherwise, and expressly disclaims all warranties of every kind, concerning the product, including, without limitation, warranties of merchantability and fitness for a particular purpose, except that this product should be capable of performing as described in this product's data sheet. HALO Water System's obligation shall be limited solely to the replacement of the product proven defective, in HALO Water System's sole discretion. Determination of suitability of this product for uses and applications contemplated by Buyer shall be the sole responsibility of Buyer. Use of this product constitutes Buyer's acceptance of this Limited Liability.

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 DEFENDER II system was purchased from a 3rd party, liquidator or by any means other than an authorized licensed wholesale distributor.

Service under this warranty is to be provided by the distributor/installer who sold the unit to the user. If the distributor is unable to provide warranty service, contact: HALO Water Systems, 800-591-0538, service@halowater.com

A Returned Merchandise Authorization (RMA) number must be received from the above office and placed on all shipments to and in correspondence with HALO Water Systems.

PLEASE BE PREPARED WITH THE FOLLOWING INFORMATION:

#1 Model number and serial number. **#2** Date of installation. **#3** Name of installer. **#4** Nature of problem. **#5** Your address and contact information.