

Limited Warranty To Original Purchaser:

EWCO LLC warrants to you, the original purchaser, that your EWCO product will be free from defects in materials and workmanship when used under normal conditions for a period of one (1) year from the date the product was purchased. Products covered under this warranty are the EWCO 300 and EWCO 1200 systems. The components covered under this warranty include system power adapters, printed circuit boards and electrolysis cells. All wear-and-tear parts inside the system such as plumbing parts, solenoid valves and pumps are not covered under this warranty.

Proof Of Purchase:

You must be able to show us the date on which you purchased your product when you make a claim under this warranty. Your order confirmation or invoice is sufficient at time of warranty claim.

What This Warranty Does Not Cover:

This warranty does not cover defects or damage caused by:

1. Unapproved alterations to the EWCO system.
2. Misuse or failure to follow installation and operating instructions in manuals provided with system.
3. Use of additives running through the electrolysis cell that are not described in the operation manual.
4. Wear-and-tear parts that must be replaced periodically such as plumbing parts, solenoid valves and pumps.
5. Improper electrical supply or exposure of power adapters or printed circuit boards to water, liquids or extreme temperatures.
6. Accidents or other events beyond our reasonable control such as storm, fire, or transportation damage.
7. Defects that happen after power adapters, electrolysis cells or printed circuit boards have been tampered with.

Your Responsibilities:

1. Routine replacement of water filters for the water supply to prevent debris from entering the system.
2. Insuring a water supply that has a water hardness of less than 80 ppm.
3. Maintaining a strainer for the additive supply that prevent debris from entering the electrolysis cell.
4. Insuring that the operation manual is followed when preparing the additive.
5. Insuring that the system is not exposed to extreme temperatures outside the limits detailed in the operation manual
6. Insuring that your system is installed by a competent, qualified person following all local and national codes, and industry standards.
7. Insuring that water does not enter the compartments that house the electrical components and printed circuit boards.

What We Will Do About A Defect:

We will either repair or replace the defective part. Replacement parts may be reconditioned parts.

We will not pay or be responsible for labor or defective/replacement part transportation costs or delays in repairing or failures to complete repairs caused by events beyond our reasonable control.

What You Must Do

1. Contact EWCO customer support as soon as you discover a problem with your EWCO system to obtain a return authorization.
2. Pay for all transportation of the defective EWCO system or defective part to EWCO for replacement or repair.