



1340 MANHEIM PIKE, LANCASTER, PA 17601 | 1.800.442.0786 | LANCASTERWATERGROUP.COM

**LIMITED PRODUCTS WARRANTY**

This Limited Products Warranty is provided by C-B Tool Co., d/b/a Lancaster Water Group (“LWG”) to and solely for the benefit of the original purchaser (“Purchaser”) of product(s) manufactured and sold by LWG (“Products”) and part(s) of the Products (“Parts”).

LWG warrants (the “Limited Warranty”) that the Products and the Parts will be free from defects of material and workmanship for the one (1) year period commencing on the date such Product was first put into service by Purchaser (the “In Service Date”), *provided, however*, that the In Service Date occurs within 24 months from the date of manufacturer, as set forth in such Product’s serial Number (“Manufacturer Date”) (the “Warranty Period”). LWG may repair or replace warranted Products and Parts in accordance with this Agreement, and otherwise at its sole discretion. Notwithstanding anything contained herein, LWG warrants the following Products for the applicable Warranty Period set forth below, without regard to the In Service Date:

Product	Warranty Period
Residential – Control Valve Bodies 1in – 1.25in*	10 years from the Manufacturer Date.
Commercial – Control Valve Bodies 1.5in+	1 year from the Manufacturer Date
UpFlow Bodies	1 year from the Manufacturer date.
Electronic PC Boards	6 months – Cracked Screens are shipping damage and not covered under warranty.
Attachments (Bypass & Fittings)-	1 year from the Manufacturer date.
Residential Fiberglass Mineral Tanks (6”-13”)**	10 years from the Manufacturer Date.
Commercial Fiberglass Mineral Tanks (14”-up)**	5 years from the Manufacturer Date, <i>provided</i> that the Product is installed and operated at all times (i) on water pressure not to exceed the I20 P.S.I., (ii) on water temperature not to exceed 100° F, and (iii) that such Product is not subject to misuse, alterations, neglect, freezing or accident.
Salt Storage Tank Shell	5 years from the Manufacturer Date.
Salt Float Assembly	1 year from Manufacturer date.
Chemical Feed Pump	1 year from the Manufacturer Date.
Cartridge Type Filter [including One and Pioneer Systems] (cartridge excluded)	1 year from the In Service Date
Reverse Osmosis Water System	
- (LRO-35, CRO-350 Only).	5 years from the Manufacturer Date.
- (TFC-50)	1 year from the Manufacturer Date.
- Membrane and Cartridge Filters	As of and until the In Service Date.
Ultraviolet Water Purifier	1 year from the Manufacturer Date.
Ultraviolet Water Purifier - Disinfection Chamber	7 years from the Manufacturer Date.
Number Electrical Parts	1 year from the Manufacturer Date.
Number Ultraviolet Bulb	6 months from the Manufacturer Date.
Quartz Sleeve	As of and until the In Service Date.

\* pistons, seals, spacers, etc are “wearable” parts and not warrantied.

\*\* media performance due to misapplication, incorrect installation or water quality does not carry a warranty. In the case of a mineral tank warranty the media cost will be prorated as follows, >1 years old 100% covered, 1-2 years old 75% covered, 3-4 years old 25% covered, 4+ not covered.

If a Product fails during the Warranty Period, Purchaser must promptly notify LWG of such failure in writing. LWG shall have no liability or obligation to Purchaser if Purchaser fails to notify LWG within the Warranty Period. After notification and receipt of a Return Materials Authorization (“RMA”), Purchaser may return the Product (freight pre-paid) for repair or replacement. If LWG determines the Limited Warranty was not breached, it may, at its discretion, repair or replace the Product without charge. If LWG cannot correct a defect, it may provide a refund or merchandise credit equal to the purchase price. After repair, LWG will ship the Product or Part back to Purchaser and will cover all shipping expenses for valid warranty claims. LWG will only repair or replace a Product or Part with an identical or similar item manufactured by LWG. A replacement Product or Part is warranted only for the remainder of the original Warranty Period.

This Limited Warranty does not cover: (i) defective third-party components that may constitute, contain or be incorporated into the Product; (ii) damage while in Purchaser’s possession, including without limit, as a result of the improper installation, negligent, accidental or unreasonable use or abuse; (iii) Products or Parts installed, altered, modified, repaired, or used in any way not intended by LWG; (iv) Products or Parts not installed by a licensed contractor in accordance with the installation manual or in compliance with local plumbing and/or electrical codes; (v) normal wear and tear after installation; (vi) defects arising from Purchaser failing to follow LWG’s oral or written instructions regarding the storage, installation, commissioning, use, or maintenance of the Products; (vii) any direct or indirect damage or losses, including damage from modification, abrasives, corrosion, electrolysis, improper voltage, lightning, or careless handling; or (viii) for labor, transportation, or other costs incurred in replacement or repair. Repairs in these cases are subject to reconditioning charges.

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, LWG HAS MADE NO REPRESENTATION, WARRANTY, PROMISE, GUARANTY OR OTHER ASSURANCE OF ANY KIND, EXPRESS OR IMPLIED, ORAL OR WRITTEN, RELATING TO THE PRODUCTS OR THE PARTS, INCLUDING, BUT NOT LIMITED TO, AS TO MERCHANTABILITY, FITNESS FOR ANY PURPOSE, QUALITY, RELIABILITY, WORKMANSHIP, MATERIALS, OR ABSENCE OF DEFECTS.

TO THE FULLEST EXTENT PERMITTED BY LAW, IN NO EVENT SHALL LWG’S LIABILITY OF ANY KIND INCLUDE ANY SPECIAL, INDIRECT, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE, EVEN IF LWG SHALL HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH POTENTIAL LOSS OR DAMAGE. LWG’S CUMULATIVE LIABILITY FOR DAMAGES UNDER OR IN RELATION TO A PRODUCT FOR ANY CAUSE WHATSOEVER, AND REGARDLESS OF THE FORM OF ACTION, WHETHER IN CONTRACT OR IN TORT INCLUDING NEGLIGENCE, SHALL BE LIMITED TO THE COST OF SUCH PRODUCT.

Contact Lancaster Water Group at the following: Lancaster Water Group, A Division of C-B Tool Co.,

[www.lancasterwatergroup.com](http://www.lancasterwatergroup.com) 1340 Manheim Pike, Lancaster, PA 17601-3196.

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