

# Returned Goods & Limited Warranty Policy

Valid as of: 24.05.2017

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1. Aquion, Inc. (Belgium) warrants its 'Erie Water Treatment' water conditioning products to be free of defects due to workmanship or materials, under normal use and service for a period of
  - 24 months for Maxima & Sentencia;
  - 36 months for ProFlow, Softena, Slimline & Ultra;
  - 60 months for IQsoft,from the date of shipment of such products from Aquion, Inc. (Belgium), located in Grobbendonk, Belgium. Limitations to this warranty policy are Printed Circuit Boards and transformers, which are warranted for a period of 24 months from the date of shipment of such products from Aquion, Inc. (Belgium), located in Grobbendonk, Belgium.
2. All water conditioning products must be used in operating conditions that conform to performance limitations as described in the relevant technical specifications. Electronic devices, such as Printed Circuit Boards, damaged due to an over voltage peak will not be covered by this limited warranty policy.
3. Each pressure vessel distributed under 'Erie Water Treatment' label, is also covered by a limited warranty. For water conditioning, deionization and approved chemical applications, pressure vessels are warranted to be free of defects for a period of 10 years from date of manufacturing.  
All pressure vessels must be used in operating conditions that conform to performance limitations as shown on each tank label. Warranty coverage for pressure vessels does not extend to external impact fractures, vacuum conditions or fractures due to water hammer. Warranty coverage for pressure vessels is invalid if improper O-ring or thread lubricant is used in assembly or retrofit.
4. This limited warranty policy extends only to persons or organizations who purchase 'Erie Water Treatment' water conditioning products for resale.
5. This limited warranty policy does not cover defects due to misapplication, lack of maintenance, abuse, alteration by persons other than Aquion, Inc. (Belgium), improper installation or abnormal conditions, that result in accelerated wear and tear.
6. Aquion, Inc. (Belgium) does not assume any responsibility for any expense (including labor and travel expenses) incurred by the purchaser or final user, incidental to the repair or replacement of its products.
7. Products returned for credit must be returned within a period of 90 days from the date of shipment of such products from Aquion, Inc. (Belgium), located in Grobbendonk, Belgium.
8. Products returned for credit must be complete and resemble the configuration in which originally purchased. Aquion, Inc. (Belgium) is the only authorized body to decide if this is the case or not. Products will be credited at the purchase price lowered with 15% restocking charges.
9. Prior to return to Aquion, Inc. (Belgium), it is possible to check, for all products marked with a date code or serial number, whether they are still within the limited warranty period or not.
10. For water conditioning control valves with a missing production and serial number label, the age will be determined by using the date of valve body manufacturing. It is in the customers interest to take care that the original label is not missing, because the production date of the body might vary from the date of shipment by several months.
11. All products returned for repair have to be accompanied by a note, clearly indicating the reason of malfunction; this to simplify the handling of the repair.

12. Aquion, Inc. (Belgium) obligation under this limited warranty policy will be limited to repair or to replace any product covered under this limited warranty policy.
13. Returned parts coming from complete valve assemblies, will only be replaced under warranty if they fall into the limited warranty period. When the part is not provided with a date code, the age will be determined by its shape or other specific characteristics. In this case Aquion, Inc. (Belgium) is the only authorized body to determine the age of that part.
14. Returned parts not falling within the limited warranty period will not be replaced by new parts and invoiced, unless specifically requested by the customer.
15. Repair cost estimates for water conditioning control valves will not be made in advance. On explicit request, the customer can ask to receive the final repair cost prior to the shipment. He can decide at that point to refuse the repaired valve; in this case Aquion, Inc. (Belgium) will not ship the refused valve.
16. Products returned for repair will be returned to functional condition. If the customer requests an update of an older model to a current model, the customer will have to include specific information explaining the desired changes. The updating costs will be charged to the customer.
17. If upon receiving products returned for repair, the product has either missing components or is damaged due to improper packaging, the products will be restored to functional condition to allow Aquion, Inc. (Belgium) to test the returned product. The customer will be charged for missing or damaged parts.
18. Unless specifically approved by Aquion, Inc. (Belgium), all shipping expenses from the customer back to Aquion, Inc. (Belgium) are on the customer's own account. Shipping expenses from Aquion, Inc. (Belgium) back to the customer are covered by the customer or by Aquion, Inc. (Belgium), depending on the evaluation of the returned goods.