

# Crystal Mountain Five Year Limited Warranty for Applicable Coolers plus Other Warranty Details for Water Filters and RO Membranes

## **FIRST YEAR:**

Crystal Mountain Products Inc promises the original purchaser (user) to repair, or replace, at Crystal Mountain's discretion, any part of this water cooler which proves to be defective in material or workmanship under normal use, for a period of one year from the date of the original purchase. During the first year of warranty, Crystal Mountain will provide parts, at no charge, necessary to repair the product, provided that the water cooler has been installed and operated according to the manufacturer's written instructions. Failure to follow all instructions for operation and maintenance provided with this unit voids the warranty.

The hot tank casing is to be free from defects in material and workmanship under normal use for 2 years. This does not include electrical wiring and components.

If it becomes necessary to ship the inoperative water cooler to an authorized service center or to Crystal Mountain, the user will be responsible for shipping the product, prepaid, via common carrier. Local delivery charges are not covered.

The warranty does not cover charges to disconnect and reconnect plumbing and electrical connections. In addition, the warranty does not cover the cost of diagnostic charges, including any problems with the sealed refrigeration system.

## **SECOND THROUGH FIFTH YEARS:**

Crystal Mountain promises within the second through fifth years to repair, or replace, at its discretion, any part of the sealed refrigeration system which is determined to be defective in material or workmanship.

If it becomes necessary to ship the defective water cooler to an approved service center or to Crystal Mountain, the user will be responsible for shipping the product, prepaid, via common carrier. Local delivery charges are not covered.

The warranty does not cover charges to disconnect and reconnect plumbing and electrical connections. In addition, the warranty does not cover the cost of

diagnostic charges, including any problems with the sealed refrigeration system.

## **GENERAL PROVISIONS AND EXCLUSIONS:**

This warranty is only applicable within the Continental Limits of the United States of America and Canada.

This warranty will be voided if the serial number is removed, defaced or obliterated.

This warranty will be voided if parts to repair the water cooler are not obtained from Crystal Mountain. In addition all service to the sealed refrigeration system must be performed by an authorized service agent or Crystal Mountain.

This warranty does not cover any inoperative components which occur as a result of liming, scaling or other environmental conditions.

This warranty does not apply to any water cooler or components that become inoperable because of a failure to satisfy standards or regulations adopted by any government or agency thereof, subsequent to the date of shipment from the factory.

Crystal Mountain will not be liable for damage or wear to products caused by abnormal operating conditions, accident, abuse, misuse, unauthorized alteration or repair, or if the products were not installed in accordance with Crystal Mountain's printed installation and operating instructions, or for any damage caused by hot water, freezing, flood, fire, or acts of God.

## **WARNING**

Crystal Mountain hereby disclaims any and all implied warranties including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose. The manufacturer or its agents shall not be liable for consequential damages, whether economic or otherwise, resulting from breach of this limited warranty. Failure to follow all instructions for operation and maintenance provided with this unit voids the warranty.

The foregoing is in lieu of all other agreements expressed, implied or statutory and all other obligations or liabilities of Crystal Mountain. Crystal Mountain does not assume or authorize any person to assume any obligations of liability in connection with this product. In no event will Crystal Mountain be liable for special or consequential damages or for any delay in the performance of this agreement due to causes beyond their control.

## **FILTER AND RO MEMBRANE LIMITED WARRANTY**

Subject to the conditions and limitations described below, Crystal Mountain warrants their filter cartridges to be free from defects in material and workmanship at the time of installation, or six months from the date of purchase, whichever comes first, when used within the operating specifications listed in the filter "Installation and Service Guide".

## **RO MEMBRANE WARRANTY**

Membranes carry a twelve (12) month prorated warranty as follows: Credit 1/12th of the replacement cost for each unused month provided the system is installed and maintained according to factory instructions and the unit is operated within the specifications listed in the filter "Installation and Service Guide".

## **CONDITIONS OF FILTER WARRANTY**

The above warranty will not apply to the filters or RO membranes that are damaged because of neglect, misuse, alteration, accident, misapplication, physical damage, fouling and/or scaling of membranes by minerals, bacterial attack, sediment, or damage caused by fire, acts of God, freezing, or hot water.

If the filters/membrane are altered by anyone other than Crystal Mountain the warranty is void. Crystal Mountain assumes no warranty liability in connection with the Reverse Osmosis or Filtration system other than specified herein. Crystal Mountain will not be liable for any consequential damages of any kind or nature due to use of Crystal Mountain products.