

Warranty Coverage

Residential Water Softener

Eco-Pur® Series

Dupure warrants to the original purchaser, that the Eco-Pur Series Water Conditioners will be free from defects in materials and workmanship from the date of purchase for the following periods:

For the LIFETIME of the Original Purchaser	All system components to include: control valve body, control valve internal components
For One Year	Labor charges for warranty and/or installation defects only.
For Two Years	Green Guard and Catalytic Carbon
For Ten Years	Electrical Components

THIS WARRANTY IS EFFECTIVE TO THE ORIGINAL PURCHASER AS LONG AS THE WATER CONDITIONING SYSTEM REMAINS AT THE ORIGINAL INSTALLATION SITE OR IS MOVED/REINSTALLED BY AN AUTHORIZED DUPURE OR ECOWATER DEALER. No sales representative, distributor, dealer or other person is authorized to make any other warranty on behalf of Dupure. Upon expiration of the applicable warranty periods, Dupure shall have no further liability related to the products to which the periods apply, except with respect to warranty claims asserted during the appropriate warranty period. This warranty does not cover installation or damage to tanks resulting from freezing, mishandling, salt bridges, power surges, customer initiated improper installation, water pressure in excess of 120 pounds per square inch, or from hot water back-up. Labor charges incurred in connection with the repair and/or replacement of parts, tanks or water conditioning units, other than repairs done at Dupure's factory, are expressly excluded from this warranty. All transportation and freight costs in connection with the repair and/or replacement of parts, tanks or water conditioning systems are also expressly excluded from this warranty. This warranty does not cover failures or defects that are the result of iron, chlorine, ammonia fouling, manganese fouling, copper fouling, chemical oxidation, microbial contamination, excessive sediments and solids, power failure, misuse, mishandling, misapplication, neglect, abuse, fire, freezing water, acts of Nature/God, alteration of product or the adjustment or repair performed by anyone other than Dupure or one of Dupure's authorized agents, or where the water conditioner had not been installed in compliance with local plumbing codes and/or ordinances. Upon receipt of any defective product specified above, Dupure will, at its option, repair or replace the product at its expense, provided that the original purchaser of that product has followed the procedure for obtaining warranty performance set forth below. The product so repaired or used as a replacement will be shipped to the purchaser, at the purchaser's cost. A trip charge may apply to any services rendered in the event of a trip being made, the system was functioning properly, and no defect was detected. **PURCHASER'S REMEDIES FOR DEFECTS OR FAILURES, TO THE EXTENT PERMITTED BY APPLICABLE LAW, ARE LIMITED TO THE REMEDY PROVIDED BY THIS WARRANTY, TO THE EXTENT ENFORCEABLE UNDER APPLICABLE LAW.** Dupure shall in no event be liable for consequential, incidental or special damages arising out of the use of, or inability to use, this product. This warranty gives you specific legal rights; you may also have other rights which vary from state to state. As soon as the purchaser discovers any defect or failure, the purchaser must, within the period of the applicable warranty, notify your local Dupure dealer of the defect. The purchaser Dupure then return the defective part or item, with all transportation charges prepaid, to your local Dupure dealer (must call DuPure for authorization). Information regarding warranty performance may be obtained by writing to: Dupure, 11321 Windfern Road, Houston, Texas, 77064 or visiting our website at www.dupure.com