

Guarantees

Manufacturer's Warranties against defects and bad workmanship.

This warranty applies to all Residential, Commercial and Industrial Products manufactured by B & D Ingenieursburo BV, Scalewatcher (Thailand) Co., LTD, Scalewatcher Vietnam and Scalewatcher North America Inc. hereinafter called "The Manufacturer".

The Manufacturer warrants against any defect in materials or workmanship as follows:

Star series: Ten years following the date of purchase of the user.

SW Nano: Two years following the date of purchase of the user.

All other units: Five years following the date of purchase of the user.

In the unlikely event the product becomes out of order and is returned within the warranty period, the Manufacturer will repair the unit at its premises or replace it at no charge.

At the discretion of Company and based on details supplied by Dealer, Company will decide whether the unit can be repaired locally. If local repair is possible, the manufacturer will supply the necessary spare parts free of charge. To avoid waiting time for the customer, Principle is prepared to ship a new unit in case on spot repair is not possible without having received the defective unit first.

If the defective unit is not ready for pick up at the premises of dealer within one month, dealer has to pay for the replacement unit.

A return authorization number (RMA#) supplied by Company and must accompany all returned products. Products which are returned without an RMA# and/or not showing original serial number label will not be accepted.

This warranty does not cover defects or malfunctions resulting from outside of the Manufacturer's control including but not limited to, accidents, damage while in transit to our repair location, alterations, unauthorized repair and failure to follow installation instructions, misuse (including broken signal cable), fire or flood. Nor do we warrant your Scalewatcher product to be compatible with any other system.

This warranty does not cover any other electrical or water appliance or device that may be in use. The Manufacturer accepts no liability for the malfunction of any such device that may be in use other than the Scalewatcher product sold to the user.

As the Scalewatcher treatment of the liquid does not affect the composition of the liquid, The Manufacturer is not liable for water quality.

The Manufacturer, its licensees, Dealers, Distributors or other agents are not liable for loss of profit, damage to equipment or other losses as a result of a malfunctioning of the Scalewatcher product.

The ability of the Scalewatcher product to protect appliances, equipment, fluid carrying pipelines, and other devices against the buildup of scale deposits, is dependent on the contents of the fluid, which may vary from one day to the next. Therefore the Manufacturer, its Dealers, Distributors and/or agents cannot be held liable in case the performance of the Scalewatcher products degrades.

The guarantee shall only remain valid provided that the product was used for the precise purpose that it was designed and manufactured for and provided that it was installed and in strict accordance with the appropriate instructions.

For Warranty purposes it is helpful when information about the installation of the Scalewatcher product is entered at the following web page:

www.scalewatcher.com/form.html

This warranty is the only warranty the Manufacturer offers on the Scalewatcher product and it sets forth all our responsibilities. There are no other expressed warranties.

By installing the Scalewatcher product the end user confirms and agrees with these Warranties.

Guarantees

Manufacturer's Performance Guarantee

Introduction

The performance of Scalewatcher depends on many parameters of the water. Therefore, as water changes from time to time and can also be totally different from one customer to the other, it is not possible to guarantee a 100 % lifetime satisfaction; the latter defined by the customer. However when our Group accepts an order, customer can be assured that the installation of the product will exceed expectations. In the unlikely event customer is not satisfied "after sales service" steps in to evaluate the situation and takes measures accordingly. If in their opinion nothing can be done anymore, the Performance Guarantee applies.

Performance Guarantees

In the event that Customer is not satisfied about the performance of the Product customer is allowed to return the unit for refund or upgrade. The following conditions apply:

The Product has been used for a certain time period as defined below.

- Scalewatcher Nano: Used for at least three months but not for longer than four months.
- All other products: Used for at least six months but not for longer than 12 months.
- The Product has been used for the application it was designed for.
Example: A 3 Star is installed outdoors or residential Products are used for commercial and/or industrial applications. Warranty and Performance Guarantee are void.
- The Product is in good cosmetic condition.

The Product is considered working and performing when one notices one of the following points below , for which the Scalewatcher product was bought in the first place.

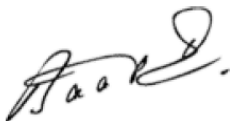
In pipe lines and water using equipment:

- Hard scale is softened and slowly removed.
- More scaling problems after installation of the Product. These problems will vanish over time.
- Hard scale is being reduced or prevented in free flowing water systems.
- Soft, instead of hard scale is formed where the water is not flowing sufficiently.
- Rust in iron pipes is removed and converted to Black Magnetite.
- Less corrosion.
- Pressure decrease in pipe lines when they were scaled up.

In heat exchangers/cooling towers/chillers/condensers:

- Algae growth is reduced or prevented.
- Bacteria count is reduced or reduced to zero.
- Slime disappeared.
- Differential temperature increased.
- Approach temperature remains stable longer, extending the time before cleaning.

If not satisfied with the results, inform your supplier and together we will try to make it work better. In the unlikely event one of the above does not occur, you are entitled for a refund. Installation- and freight cost will not be reimbursed.



Jan P. de Baat Doelman, M.Sc.
CEO Scalewatcher Group



Ali Al Mahmeed
Managing Director, Operakool