

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:

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.

