

# WARRANTY STATEMENT

EQOBRUSH Brushing Systems are carefully engineered to your requirement and manufactured only from the best materials. Provided that the service and maintenance instructions and procedures, as laid down in the operational manuals, are followed strictly, your system can have an extended operational lifetime during which the accumulated savings will multiply the investment made.

WATCO warranties against manufacturers' components and equipment failures except accessories and connectors. As stated in several positions of the below listed warranty conditions, it is important to adhere to instructions of installation and use that are laid down in the installation and user manual. These manuals were provided with the installation and can be found on the dedicated valve web-page that is available on-line. The address to that page can be obtained through WATCO or its partners, and can be reached via the QR-code that is attached to each valve.

## **General:**

### *1.1. Duration:*

- 1.1.1. Twelve months on all components.
- 1.1.2. The warranty period is counted from date of commissioning or from shipment date (+ 6 months); whichever comes first.
- 1.1.3. Reclamation against parts missing from WATCO's packing list of BOQ are accepted only within 30 days of goods arrival to sea port of destination.

### *1.2. Validity: The warranty is valid only when:*

- 1.2.1. The Product is purchased from WATCO or WATCO's authorized dealers.
- 1.2.2. The Product is NOT transferred to any third party either in ownership or during the period of contract.
- 1.2.3. The Product is commissioned by WATCO or WATCO's authorized dealers (a signed off commissioning certificate is required).

### *1.3. Exclusion: The warranty is not applicable to:*

- 1.3.1. Damage or loss caused by modification, alteration, repair by any unauthorized party.
- 1.3.2. Damage or loss caused by mishandling of the customer or person(s) that has accessed to the Product in the customer's premise.
- 1.3.3. Normal wear and tear.
- 1.3.4. Damage or loss caused by Acts of God or any other sources beyond WATCO's control. Damage or loss as a result of external bodies.
- 1.3.5. Damage or loss caused by third party's device that is connected to the Product, unless this device is approved by WATCO.
- 1.3.6. Damage resulting from accidents, misuse, abuse, tampering or failure of the customer to follow normal operating procedures outlined in the user manual.
- 1.3.7. General Maintenance and servicing.

**1.4. The warranty is voided if:**

- 1.4.1. The damages are as result of an accident, abuse, alteration, non-authorized usage, a force majeure, or use of other electricity than that indicated on the machine.
- 1.4.2. The product was used with other substances besides sweet water in the water chamber, unless explicitly approved by WATCO
- 1.4.3. Exceeding maximum water flow as mentioned in the installation and user manuals.
- 1.4.4. Repairs, modifications, or alterations done by a person not authorized by WATCO or in violation with the installation instructions or user manual.
- 1.4.5. Failure to do routine maintenance required as in the user manual.

**2. Reclamation procedure:**

In the rare case that the system is diagnosed with a defect, the only course of action is repair or replacement AT WATCO'S DECISION. In order to honor the warranty, the following procedure must be followed:

- 2.1. *Immediately and effectively notify WATCO about product's defects and cease any using of it.*
- 2.2. *Provide relevant details as requested by WATCO.*
- 2.3. *WATCO will decide on course of action to remedy the problem:*
  - 2.3.1. WATCO Service engineer to visit site for further action
  - 2.3.2. Replacement parts where necessary to be sent out at WATCO's expense
  - 2.3.3. Minor on-site repairs to be carried out at WATCO's instruction only and billable against reasonable and pre-approved (local) cost to WATCO.
  - 2.3.4. Combination of the above

**3. Repair or replacement during the warranty period:**

- 3.1. *Cost items covered by this warranty,*  
Below cost will be part of this warranty, provided that they are approved in advance by WATCO
  - 3.1.1. Labor to repair or replace WATCO supplied parts that fail within the scope and duration of the warranty
  - 3.1.2. Reasonable travel and diagnostic time
  - 3.1.3. Parts and material used to repair the covered unit
- 3.2. *Cost Items not covered by this warranty*  
Specific examples of items not covered are listed below. This is not an exhaustive list of exclusions. The absence of an item in this list does not mean that the item is covered by the warranty. Items are not covered by the warranty unless expressly stated as included.
  - 3.2.1. Crane/rigging
  - 3.2.2. Overtime and holiday premium
  - 3.2.3. Repair resulting from condition excluded in standard terms and conditions
  - 3.2.4. Tools
  - 3.2.5. Equipment rental

**Disclaimer:**

Warranties are part of our NON-TRANSFERABLE POST SALE SERVICE which we consider fundamental. We provide our clients with FREE training on component installation (brushes and baskets) and operation.

This warranty comprises the sole and entire warranty pertaining to items sold to the buyer by WATCO. WATCO makes no other warranty, guarantee or representation of any kind whatsoever. All other warranties, including but not limited to, merchantability and fitness for a particular purpose, whether express, implied, or arising by operation of law, trade usage, or course of dealing, are hereby disclaimed.

Under no circumstances shall WATCO be liable for any incidental, consequential, or special damages of any kind or nature whatsoever, including but not limited to, lost profits arising from or in any way connected with items sold to the buyer by WATCO, whether alleged to arise from breach of contract, express or implied warranty, or in tort, including without limitation, negligence, failure to warn, or strict liability.

All warranties may be voided if a non WATCO modification is performed to the unit. A „non-WATCO modification“ can be defined as a repair or alteration not specifically approved by the WATCO product manufacturing location. An approved modification, however, is not covered by existing warranties.

**Orgalime:**

**For conditions that may not be covered in this warranty, please refer to Orgalime 2012 General Conditions for the Supply of Mechanical, Electrical and Electronic products.**

**A transcript of Orgalime 2012 can be found on our website:**

[https://www.watco-group.co/wp-content/uploads/2018/05/Orgalime\\_2012.pdf](https://www.watco-group.co/wp-content/uploads/2018/05/Orgalime_2012.pdf)