

LIMITED

3/10  
YEAR

WARRANTY

**Who is covered:**

A. O. Smith and its suppliers, (herein collectively referred to as "Manufacturer") warrants to the original owner who purchased and installed the system (hereinafter "Owner").

**What is covered:**

This Limited Warranty covers defects in materials or workmanship in manufacturing of your A. O. Smith system, excluding media, and except as provided below. The water softener is warranted only when it is installed, operated and maintained in accordance with the instructions accompanying the water softener found on aosmithatlowes.com.

**For how long:**

This Limited Warranty runs for three (3) years from the date of purchase by a consumer for mechanical and electronic parts and ten (10) years from the date of purchase by a consumer for the media tank and brine cabinet ("Warranty Period"). No Warranty coverage will be provided if the claimant is unable to provide proof of purchase from an authorized A. O. Smith reseller.

**What is not covered:**

THE LIMITED WARRANTY STATED HEREIN IS IN LIEU OF ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED (WHETHER WRITTEN OR ORAL), INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

This Warranty does not cover damage caused by improper installation, maintenance, or operation. System must be installed, maintained and operated consistent with instructions provided in the manual and all applicable plumbing and electrical codes and regulations. It also does not cover the following:

- Incidental or consequential damages.
- Clogging.
- Damage from use of non-potable water supplies.
- Labor costs to install or replace the system or filters or shipping and handling charges of any replacement part.
- Damage caused by fire, flood, freezing or acts of God.

- Damage caused to the product by not using genuine A. O. Smith parts.
- Media is not warranted and A. O. Smith does not warrant any water treatment capabilities beyond those specifically represented. Water containing sand, bacterial iron, algae, sulfur, tannins, organic matter, or other unusual substances should be treated to remove these substances before they enter this product.

**What A. O. Smith will do:**

We will replace the defective part of the covered product, or if necessary, the product with installation instructions for use by a licensed plumber.

MANUFACTURER SHALL NOT BE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, SPECIAL OR CONTINGENT DAMAGES OR EXPENSES, ARISING, DIRECTLY OR INDIRECTLY, FROM ANY DEFECT IN THE WATER SOFTENER OR THE USE OF THE WATER SOFTENER.

**How to get service:**

To receive service under this Warranty, you must contact A. O. Smith at 1-877-333-7108 within the Warranty Period to describe the problem to a customer service representative who will verify that the product is under Warranty and determine whether a part or the system will be replaced and whether you must send back the unit. You will be required to provide proof of purchase from an authorized A. O. Smith reseller and proof of proper installation.

**Warranty registration:**

Warranty registration is not required for coverage under the A. O. Smith Limited Warranty. If you purchased from a retailer or an authorized reseller, please complete the online Warranty registration form at [www.aosmithatlowes.com/register](http://www.aosmithatlowes.com/register). Proof of purchase from an A. O. Smith authorized dealer is required. Once registered online, we will have a record of your purchase.

**How state law applies:**

This Warranty gives you specific rights and you may have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.