

Warranty Information and Return Material

WARRANTY INFORMATION

Nu-Calgon Wholesaler, Inc. will guarantee that all equipment and related products that have been purchased through one of our wholesalers are free from defects in workmanship and material, under normal use conditions.

For your convenience we have listed our warranty programs covering Nu-Calgon equipment, sprayers, and related products.

In event of a manufacturing defect, malfunction or failure of the product to conform to our warranty program, Nu-Calgon will replace the defective product. This warranty is limited only to the original user.

Our warranty is void on all electrical-driven products if motor is not wired to voltage as per instructed, and void on chemical feed pump if damage results from improper preparation of feed solutions or from use of a valve in discharge line.

ALL IMPLIED WARRANTIES ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTIES UNDER NO CIRCUMSTANCES SHALL NU-CALGON WHOLESALER, INC. BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Similarly, some states do not allow the exclusion or limitation of consequential or incidental damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which may vary from state to state.

In case of defect, purchaser should contact:

Nu-Calgon Wholesaler, Inc. 2008 Altom Court, St. Louis, Missouri 63146 or 1-800-554-5499.

WARRANTY ON NU-CALGON EQUIPMENT

All equipment products sold by Nu-Calgon are guaranteed free from defects in workmanship and material. Our warranty policy further protects the end user with a “One Year Warranty” after the date of installation on all new equipment purchased through our wholesalers. (equipment products covered by the warranty – CMS-IV System, CMS – Feed Pump, CTL – Series of Products, Micro-Plus®, Nu-Plus® Series, NP Series Housings, Micro-Plus® Bracket, One and Five Gallon Jug Holder Brackets, No. 90 Algaecide Floater, No. 4 Micromet® Feeder, No. 44, 20L, and 100L Feeders, Oil and Glycol Refractometers).

NO. 31-TX AND VITAL-FLO SUBMERSIBLE ACID PUMPS

NO. 31-TX and Vital-Flo Submersible acid pumps are marketed as an expendable tools; they cannot be repaired and therefore is not covered by a warranty.

WARRANTY ON NU-CALGON SPRAYERS AND RELATED ITEMS

Nu-Calgon warrants for “90 Days” after date of end user purchase all Poly Sprayers, Poly Sprayer Replacement Parts, Converter Oil Pump, Coil Gun®, Coil Gun Probe, and Bio-Fresh® Fogger, are free from defects in workmanship and material, under normal use conditions.

PRODUCTION CODE NUMBERS

Production code numbers are stenciled in black ink on the outside of the master carton and on individual packages or containers. It is essential that these code numbers be included when a product complaint is reported. Having the production code number with the complaint helps determine if the problem is isolated or common to one particular batch.

RETURN MATERIAL POLICY AND PROCEDURES

Prior authorization for returned material is required and can be obtained by contacting your sales representative or Nu-Calgon’s Customer Service at 1-800-554-5499.

- **RETURN MATERIAL**

Nu-Calgon Account Managers must inspect all returned material and/or defective product before a decision to return the material to Nu-Calgon in St. Louis, Missouri. The Nu-Calgon Account Manager will recommend the handling of the return and notify the customer and Nu-Calgon Customer Service.

Nu-Calgon Customer Service will provide the RGA number for the product return.

NO product should be returned without an RGA number.

- **WARRANTY PRODUCT RETURN**

Should the end user believe that Nu-Calgon products or equipment are defective and still in warranty, they should return the product or equipment to the wholesaler who sold them the product. Any information on the condition of use or the application pertaining to the defect or failure of the product should be included with the request to return material in question. The wholesaler should save all perceived defective product or equipment for inspection by their Nu-Calgon Account Manager. (always refer to the Warranty Information above for the correct number of warranty days covered by our policy). It is the responsibility of the wholesaler to instruct their counter personnel not to inspect all returned equipment for excessive use in the field. We do not encourage counter personnel to replace defective product with new product from their inventory. There may be a difference of opinion on the application of our warranty policy. When Nu-Calgon receives the returned product we will determine if the product is under warranty and issue credit if appropriate.

- **CUSTOMER CONVENIENCE PRODUCT RETURN**

Each wholesaler has the opportunity to review their Nu-Calgon inventory for replacement or credit. Each Nu-Calgon Account Manager should inspect all products to be returned and make sure the product is in its original shipping carton and is resalable. Customer is responsible for paying the freight charges back to St. Louis and a 20% restocking charge may be deducted from the total credit.

- **ORDER ENTRY OR SHIPPING ERRORS**

The Nu-Calgon Account Manager or wholesaler should notify the Nu-Calgon's Customer Service Department at 1-800-554-5499. Upon verification, Customer Service Personnel will give disposition instructions. Nu-Calgon will be responsible for the return freight charges and will ship the correct product if so desired. A "Returned Goods Authorization" is not required.

- **CUSTOMER ORDER ERROR**

The wholesaler should contact our Customer Service Department for recommendation on handling the ordering error and will issue a Returned Goods Authorization if approved. The customer will be responsible for the freight charges both ways. A restocking charge may or may not be assessed.

