All Kirkmayer® Commercial Water Electrolyzers carry the Standard Water Industry Limited Factory Warranty for water treatment, water purification and beverage bottling equipment of two (2) years on the cell or 10,000 hours whichever comes first.

**Optional Cell Warranty:** For those who want a system generator to operate under more extreme conditions of 12-24 hours per day of continuous operational use should select the **Optional Double Anode Coating** which provides for a three (3) year cell warranty. The double anode coating provides the cell with ultimate wear protection during long periods of continuous use.

**Generator Components:** Kirkmayer® provides a one (1) year warranty on all system generator components parts from date of delivery against failures which occur from which they were intended to be used during normal use due to defects in materials and workmanship.

**For warranty validation, the buyer must:**

- a. Not break or tamper with Cell Seal unless provided written approval to do so as it will invalidate any warranty claim
- b. Provide a Pressurized Incoming Water System with the Water Flow Rate prescribed for the particular model of Kirkmayer® commercial water electrolyzer.
- c. Install a Pressure Regulator to maintain the water pressure at the setting prescribed for the particular model of Kirkmayer® commercial water electrolyzer.
- d. Install a Dedicated Sediment Filtration System in the Incoming Feed Water Line to the electrolyzer. Depending on the contents of the Incoming Feed Water, a 20 micron sediment cartridge should be sufficient.
- e. Install a Reverse Osmosis (RO) System or Water Softener in the Feed Water Line to minimize the build-up of scale on the electrodes in the water cell.

**The warranty shall not apply if:**

- a. The Kirkmayer® Unit has been used for purposes other than normal business purposes of producing Anolyte and / or Catholyte for water sanitation
- b. The Kirkmayer® Unit has been improperly stored, handled or maintained
- c. The purchaser has altered the Kirkmayer® Unit without consent of the seller of Kirkmayer®
- d. Damage caused by the negligence of purchaser (including its personnel) or by the failure of the purchaser to comply with the written instructions of Kirkmayer® to include:
  - Failures that result from accidents, misuse, abuse, neglect, mishandling, improper installation, improper operation or maintenance, modification, improper voltage supply, power line surge, freezing, corrosion or scaling due to excessive hardness minerals in the feed water.
Warranty claims:

a. The warranty applies only to the Original Purchaser of the equipment and is not assignable

b. All warranty claims must be in writing and directed to the seller of the Kirkmayer® Unit or if the seller becomes unavailable to be directed to Kirkmayer® North America Inc. noting the date of the claim, the model #, serial # and nature of the claim to include as much detail as possible

c. Upon receipt of the warranty claim from the purchaser, the seller shall determine whether to repair or replace the defective part, with freight pre-paid in both directions by the seller should the warranty claim be valid

d. In case of a valid warranty claim, the seller shall fix or repair the defective unit, product(s) and/or component(s) concerned free of charge within three weeks from the date of receipt of the complaint and shall, at sellers expense, install the corrected or replacement part to the purchaser free of all freight and related charges

e. In the event it is impossible for seller to repair the Kirkmayer® Unit or Product(s), the seller will determine whether to replace the unit with a new unit or one which has been refurbished and considered to be of equal replacement value at no cost to the purchaser

What to do to do in order to secure warranty coverage and report a claim:

1. Contact your Kirkmayer® Sales Representative or the Kirkmayer® warranty department noted below immediately and report the claim in writing, providing the model and serial number. Provide as much detail as possible about the issue and note your contact information: name, telephone, email and best time to contact

2. **DO NOT ATTEMPT SELF REPAIR** WITHOUT WRITTEN AUTHORIZATION FROM Kirkmayer® North America Inc.!

3. Take and provide pictures of the issue causing the problem and any warranty part(s) that may require replacing

4. Take and provide pictures of the PLC Screen denoting the issue causing the problem

5. Await further instructions from Kirkmayer® or it sales representative