

Water Quality and Conditioning Solutions

Limited Warranty for WQ-AS, WQ-UV, WQ-SF, and WQ-RS

General

Watts Heating and Hot Water Solutions LLC dba Lync by Watts (the "Company") warrants its Water Quality and Conditioning Solutions products to be free from defects in material and workmanship under normal usage for the warranty periods set forth herein. In the event of a covered defect within the applicable warranty period, the Company will, at its option, repair, replace or recondition the defective product without charge.

This Limited Warranty, unless otherwise stated, is effective as of the date of original shipment (the "Warranty Start Date").

Installation and operation must comply with all applicable federal, state, and local regulations, and must be in accordance with applicable instructions and limitations contained in the Installation, Operation, and Maintenance Manual ("IOM") for the product. Start-up must be performed by a Company-authorized representative or contractor. Normal maintenance and repair must be performed by the owner.

THE LIMITED WARRANTY SET FORTH HEREIN IS GIVEN EXPRESSLY AND IS THE ONLY WARRANTY GIVEN BY THE COMPANY WITH RESPECT TO THE PRODUCT. THE COMPANY MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED. THE COMPANY HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The remedy described in this Limited Warranty shall constitute the sole and exclusive remedy for breach of warranty, and the Company shall not be responsible for any incidental, special or consequential damages, including without limitation, lost profits or the cost of repairing or replacing other property which is damaged if the applicable product does not work properly, other costs resulting from labor charges, delays, vandalism, negligence, fouling caused by foreign material, damage from adverse water conditions, chemical, or any other circumstances over which the Company has no control. This Limited Warranty shall be invalidated by any abuse, misuse, misapplication, improper installation or improper maintenance or alteration of the product.

Some States do not allow limitations on how long an implied warranty lasts, and some States do not allow the exclusion or limitation of incidental or consequential damages. Therefore, the above limitations may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights that vary from State to State. You should consult applicable state laws to determine your rights. **SO FAR AS IS CONSISTENT WITH APPLICABLE STATE LAW, ANY IMPLIED WARRANTIES THAT MAY NOT BE DISCLAIMED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO ONE YEAR FROM THE DATE OF ORIGINAL SHIPMENT.** The Company reserves the right to make changes or substitutions in parts or equipment with material of equal quality or value and of then current production. Replacement components and/or media will be delivered to the owner F.O.B. nearest factory, at no cost, excluding freight and local labor charges, if any.

This Limited Warranty does not cover and is voided by any defects resulting from:

1. any product, components or parts not purchased from the Company
2. faulty or improper installation or unsuitable installation environment

Watts Heating and Hot Water Solutions LLC dba Lync by Watts • 425 Everman Parkway, Suite 101 • Fort Worth, TX 76134

USA: T: (817) 335-9531 • Toll Free: (800) 784-8326 • Lyncbywatts.com

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3. failure to follow instructions or warnings
4. unauthorized or misapplied attachments, modification (temporary or permanent), repairs or parts
5. negligence or vandalism
6. foreign material, adverse or improper water conditions, chemicals, contamination, improper pH, water treatment activities or products, mineral deposits, the installed environment, decomposition by galvanic action
7. shipping or placement
8. any abuse, misuse, unintended use, failure to maintain or inspect any product
9. any circumstances over which the Company has no control, including without limitation, fire, freezing or other external causes.

Consumable items are not covered by this Limited Warranty.

In no event shall the Company's liability on any claim for damages arising out of or connected with the sales contract or the manufacture, sale, delivery, or use of the goods exceed the purchase price of the goods. All legal actions for breach of this Limited Warranty, or the terms and conditions of the contract for sale of the product, must be commenced on or before the expiration of one year from the date of such breach. Otherwise, such action shall be considered barred by a period of limitations established by agreement. **IN NO EVENT SHALL THE COMPANY'S LIABILITY EXCEED AN AMOUNT EQUAL TO THE PURCHASE PRICE OF THE PRODUCT.**

Lync AquaSolve Anti-Scale Water Conditioning System

The Company warrants its Lync AquaSolve Anti-Scale water conditioning tank system as follows:

- The media tank(s) are warranted for **five (5) years** from the Warranty Start Date.
- The media is warranted for a period of **two (2) years** from the Warranty Start Date. The Anti-Scale system must be installed in applications with municipally supplied water adhering to EPA guidelines with the exception of oil and grease, copper, phosphate, silica, and chlorine as described in the (IOM).
- Damage to the media due to chlorine, other oxidizers or fouling caused by local water conditions or any other operation outside of the limits in the IOM is not covered by this warranty.

Lync Cartridge Filtration System

The Company warrants its Lync Cartridge Filtration System as follows:

- The filter housing is warranted for **one (1) year** from the Warranty Start Date.
- The filter is considered a consumable item and is not covered under this Limited Warranty.
- Filters that become fouled or plugged due to excessive turbidity, dissolved solids, or microorganisms are not covered by this warranty or any other implied or expressed warranty.

Lync UV Disinfection System

The Company warrants its Lync UV Disinfection System as follows:

- The stainless-steel reactor chamber is warranted for **ten (10) years** from the Warranty Start Date.
- The flow switch is warranted for **three (3) years** from the Warranty Start Date.
- The electronics and ballast are warranted for **five (5) years** prorated from the Warranty Start Date.
- UV Lamp(s), quartz sleeve(s), UV sensor(s), and all other components are warranted for **one (1) year** from the Warranty Start Date f.

Lync Water Softening System

The Company warrants its Lync Water Softening System as follows:



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- The mineral tank(s) body are warranted for **five (5) years** from the Warranty Start Date.
- The brine tank(s) body are warranted for **five (5) years** from the Warranty Start Date.
- Fleck® valves are warranted for **five (5) years** from the Warranty Start Date.

Lync Reverse Osmosis System

The Company warrants its Lync Reverse Osmosis System for **one (1) year** from the Warranty Start Date.

Other Components

All other components are covered under a **one (1) year** warranty from the Warranty Start Date

System Requirements

The product must be installed and operated in compliance with the Company's published installation and operation manual, product specification sheet, and applicable plumbing codes. The product must be installed and connected to connection a water supply that is in compliance with the below system feed water requirements. The product must be operated at water pressures and temperatures that do not exceed the Company's published specifications. If water conditions do not meet the system requirements below, pre-treatment will be required. The system requirements are as follows:

	WQ-AS	WQ-UV	WQ-SF	WQ-RS
Maximum Hardness	30 grains/gal (120 mg/L as CaCO ₃)	7 grains/gal (120 mg/L as CaCO ₃)	-	*See note
Water Pressure	35 psi to 125 psi (242 kPa to 861 kPa)	17 psi to 125 psi (118 kPa to 861 kPa)	25 psi to 125 psi (172 kPa to 861 kPa)	20 psi to 90 psi (138 kPa to 620 kPa)
Water Temperature	40°F (5°C) to 100°F (38°C)	34°F (1°C) to 113°F (45°C)	34°F (1°C) to 113°F (45°C)	35°F (2°C) to 100°F (38°C)
Turbidity	<5 Nephelometric Turbidity Units (NTU)	<5 Nephelometric Turbidity Units (NTU)	<5 Nephelometric Turbidity Units (NTU)	< 1.0 Nephelometric Turbidity Units (NTU)
Silt Density Index	-	-	-	< 5.0 SDI
Total Suspended Solids	<10 ppm	<10 ppm	-	-
Iron (maximum)	0.3 ppm	0.3 ppm	1 ppm	0.1 ppm
Manganese (maximum)	0.05 ppm	0.05 ppm	1 ppm	0.05 ppm
pH	6.5-8.5	-	6-10	6-9
Free Chlorine (maximum)	2 ppm	-	1 ppm	None Allowed
Copper (maximum)	1.3 ppm	-	-	-
Silica (maximum)	20 ppm	-	-	-
Total Phosphates	3 ppm or less	-	-	-
Total Dissolved Solids	1500 ppm or less	-	**750 ppm or less	-
Maximum Ambient Temperature/Humidity	122°F (50°C) / 95% Relative Humidity (non-condensing)	122°F (50°C) / 95% Relative Humidity (non-condensing)	122°F (52°C) / 75%	-
Oil & H ₂ S	None allowed	None allowed	None Allowed	None Allowed

*Note: The potential for hardness scaling is predicted by the Langelier Saturation Index (LSI). The LSI should be zero or negative throughout the unit unless approved antiscalants are used.

**Note: Total Dissolved Solids must be below 750 ppm for the softener to produce less than 1grain per gallon soft water.

First Year Limited Service Policy

Applicable to United States and Canada installations only

For one year from the start of this service policy, the Company will, if a component part fails due covered defect, cover labor charges to service warranty claims, subject to the below terms and conditions:



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1. All general conditions, as stipulated in the Limited Warranty, will apply to this one-year cost-free service policy.
2. This policy is valid during the first installation only.
3. Labor cost covered by this service policy is limited to installations with normal access to the equipment, and travel distance not to exceed 150 miles from the nearest Company-authorized service agency.
4. Under no circumstances will the Company pay for, or be responsible for, overtime pay (nights, weekends, or holidays). Labor cost covered by this warranty is limited to installations with normal access to the equipment as defined by the Company.
5. A Purchase Order is required to schedule any service.

Connected Product Warranty and Terms of Use

Any connected features of the product that constitute Connected Devices, as defined in the Company's Terms of Use available at <https://www.watts.com/terms-of-use> (the "Terms of Use") are governed by the Terms of Use.

Filing A Warranty Claim

Warranty claims should be presented through prompt telephone notification to the Company at toll-free 1-800-433-5654 or by email at warranty@lynbywatts.com. The Company shall be entitled to inspect the product prior to repair or replacement. Information, including model number, serial number, and date of installation, must be provided for any claims pertaining to equipment in warranty.

