

# APEC Water Systems Warranties



## Reverse Osmosis Systems Warranties

Covers the following systems: [RO-45](#), [RO-90](#), [RO-PH90](#), [RO-PERM](#), [RO-PUMP](#), [RO-CTOP](#), [ROES-50](#), [ROES-PH75](#) and [ROES-UV75](#) models.

### **1 YEAR Limited Warranty**

APEC Water warrants to the customer that its residential reverse osmosis systems will be free from defects in material and workmanship under normal use and service for a period of 1 year.

We will replace or repair any part of the APEC reverse osmosis water system that we find to be defective in operation due to faulty materials or workmanship within one year of the date of original purchase. Used replaceable filter cartridges and membranes are excluded.

### **General Conditions**

APEC's obligation to the customer under these warranties shall be limited, at its option, to replacement or repair of items covered by these warranties. Prior to return or repair of covered Items, the customer must obtain a return goods authorization number from APEC and at APEC's option, return the item freight prepaid at the customer's expense. Any covered item repaired or replaced under these warranties will be returned prepaid standard freight to the original point of shipment.

Damage to any part of this system because of misuse, misapplication, negligence, alteration, accident, installation, or operation contrary to our instructions, incompatibility with accessories not installed by APEC, or damage caused by freezing, flood, fire, or Acts of God are not covered by this warranty. In all such cases, regular charges will apply. This limited warranty does not include service to diagnose a claimed malfunction in this unit. This warranty is void if the claimer is not the original purchaser of the unit or if the unit is not operated under normal municipal water or well water conditions.

We assume no warranty liability in connection with this system other than that specified herein. This warranty is in lieu of all other warranties, expressed or implied, including warranties of fitness for a particular purpose. APEC's liability hereunder shall not exceed the cost of the product. Under no circumstances will APEC be liable for any incidental or consequential damages or for any other loss, damage or expense of any kind, including loss of use, arising in connection with the installation or use or inability to use the covered items.

These warranties are governed by the laws of the state of California and may change at any time without notice.

	Water Pressure	pH Range	Maximum TDS	Water Temp.
Standard System	40-85 psi	2 - 11	2000 ppm	40 - 100 F
Permeate System	30-85 psi	2 - 11	2000 ppm	40 - 100 F
Booster Pumped System	0-30 psi	2 - 11	2000 ppm	40 - 100 F



### **Whole House Systems Warranties**

Covers the following systems: [FUTURA](#), [GREEN-CARBON](#), [IRON-HYDRO](#), [SOFTENER](#), [WTS-MAX](#), [WTS-SED](#), [WTS-FLUORIDE](#) , & [WTS-CALCITE](#) whole house series.

#### **10 YEAR Limited Warranty**

APEC Water warrants to the customer that its tanks, valves, in/out non-electric heads, bypasses and fittings will be free from defects in material and workmanship under normal use and service for a period of 10 years.

#### **5 YEAR Limited Warranty**

APEC Water warrants to the customer that its solid-state electronic heads (if applicable) will be free from defects in material and workmanship under normal use and service for a period of 5 years.

#### **General Conditions**

APEC's obligation to the customer under these warranties shall be limited, at its option, to replacement or repair of items covered by these warranties. Prior to return or repair of covered Items, the customer must obtain a return goods authorization number from APEC and at APEC's option, return the item freight prepaid at the customer's expense. Any covered item repaired or replaced under these warranties will be returned prepaid standard freight to the original point of shipment.

Damage to any part of this system because of misuse, misapplication, negligence, alteration, accident, installation, or operation contrary to our instructions, incompatibility with accessories not installed by APEC, or damage caused by freezing, flood, fire, or Acts of God are not covered by this warranty. In all such cases, regular charges will apply. This limited warranty does not include service to diagnose a claimed malfunction in this unit. This warranty is void if

the claimer is not the original purchaser of the unit or if the unit is not operated under normal municipal water or well water conditions.

We assume no warranty liability in connection with this system other than that specified herein. This warranty is in lieu of all other warranties, expressed or implied, including warranties of fitness for a particular purpose. APEC's liability hereunder shall not exceed the cost of the product. Under no circumstances will APEC be liable for any incidental or consequential damages or for any other loss, damage or expense of any kind, including loss of use, arising in connection with the installation or use or inability to use the covered items. These warranties are governed by the laws of the state of California and may change at any time without notice.



### **Total Solution Systems Warranties**

Covers the following systems: All [TO-SOLUTION-10](#), [TO-SOLUTION-15](#), [TO-SOLUTION-IRON10](#), [TO-SOLUTION-IRON15](#), [TO-SOLUTION-S10](#), and [TO-SOLUTION-S15](#) models.

#### **10 YEAR Limited Warranty**

APEC Water warrants to the customer that for Total Solution whole house systems its tanks, valves, in/out non-electric heads, bypasses and fittings will be free from defects in material and workmanship under normal use and service for a period of 10 years.

#### **5 YEAR Limited Warranty**

APEC Water warrants to the customer that for Total Solution whole house systems its solid-state electronic heads will be free from defects in material and workmanship under normal use and service for a period of 5 years.

#### **1 YEAR Limited Warranty**

APEC Water warrants to the customer that its residential RO reverse osmosis systems will be free from defects in material and workmanship under normal use and service for a period of 1 year.

#### **General Conditions**

APEC's obligation to the customer under these warranties shall be limited, at its option, to replacement or repair of items covered by these warranties. Prior to return or repair of covered Items, the customer must obtain a return goods authorization number from APEC and at APEC's option, return the item freight prepaid at the customer's expense. Any covered item

repaired or replaced under these warranties will be returned prepaid standard freight to the original point of shipment.

Damage to any part of this system because of misuse, misapplication, negligence, alteration, accident, installation, or operation contrary to our instructions, incompatibility with accessories not installed by APEC, or damage caused by freezing, flood, fire, or Acts of God are not covered by this warranty. In all such cases, regular charges will apply. This limited warranty does not include service to diagnose a claimed malfunction in this unit. This warranty is void if the claimer is not the original purchaser of the unit or if the unit is not operated under normal municipal water or well water conditions.

We assume no warranty liability in connection with this system other than that specified herein. This warranty is in lieu of all other warranties, expressed or implied, including warranties of fitness for a particular purpose. APEC's liability hereunder shall not exceed the cost of the product. Under no circumstances will APEC be liable for any incidental or consequential damages or for any other loss, damage or expense of any kind, including loss of use, arising in connection with the installation or use or inability to use the covered items. These warranties are governed by the laws of the state of California and may change at any time without notice.



## **10" & 20" Whole House Filters & Bundled Systems Warranties**

Covers the following systems: All [10" & 20" BB Blue, Clear, White, and Black filters. Also covers Big Duo, Big Trio, and Bundled Systems.](#)

### **1 YEAR Limited Warranty**

APEC Water warrants to the customer that all 10" & 20" Whole house filters and systems will be free from defects in material and workmanship under normal use and service for a period of 1 year.

### **General Conditions**

APEC's obligation to the customer under these warranties shall be limited, at its option, to replacement or repair of items covered by these warranties. Prior to return or repair of covered Items, the customer must obtain a return goods authorization number from APEC and at APEC's option, return the item freight prepaid at the customer's expense. Any covered item repaired or replaced under these warranties will be returned prepaid standard freight to the original point of shipment.

Damage to any part of this system because of misuse, misapplication, negligence, alteration, accident, installation, or operation contrary to our instructions, incompatibility with accessories not installed by APEC, or damage caused by freezing, flood, fire, or Acts of God are not

covered by this warranty. In all such cases, regular charges will apply. This limited warranty does not include service to diagnose a claimed malfunction in this unit. This warranty is void if the claimer is not the original purchaser of the unit or if the unit is not operated under normal municipal water or well water conditions.

We assume no warranty liability in connection with this system other than that specified herein. This warranty is in lieu of all other warranties, expressed or implied, including warranties of fitness for a particular purpose. APEC's liability hereunder shall not exceed the cost of the product. Under no circumstances will APEC be liable for any incidental or consequential damages or for any other loss, damage or expense of any kind, including loss of use, arising in connection with the installation or use or inability to use the covered items. These warranties are governed by the laws of the state of California and may change at any time without notice.

["All Non APEC Water manufactured products warranties are subject to their own manufacturer's warranty."](#)

## Contact APEC Water Systems

Thank you for visiting our website. At APEC, we always welcome your comments, questions and suggestions, so please feel free to contact us at any time.

### Phone Numbers:

**Toll Free:** 1-800-880-4808

**Local / International:** 626-968-8969

**Fax:** 626-956-0668

### Office Hours:

Monday-Friday 8:00 a.m. - 5:30 p.m. PST

### Technical Support Hours:

Monday-Friday 8:30 a.m. - 5:30 p.m. PST

### Mailing Address:

APEC Water Systems

1320 S. Johnson Dr.

City of Industry, CA 91745, USA

Our office does not accept walk-ins, please contact us by phone or e-mail for any questions.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.