



Warranty Detail

Manual Softeners. The units are not manufactured by European Water Care and are low cost items. There is no labour warranty with this product. There is a 12-month return to base parts only warranty for manufacturing faults only.

Calcium Treatment Units: All CTUs have a lifetime warranty for manufacturing faults only. Damage and misuse of unit is excluded, failure to exchange unit will also void any warranty claim. Exchange period is determined by the hardness of the water on site and the volume of water used, however, all units must be exchanged at 12 months. Installation requirements must be adhered to, including water pressures and temperatures as shown on product. Where European Water Care are allowed to monitor the site and exchange the unit in accordance with the water hardness and usage we will also provide a guarantee against lime scale, providing the equipment is new or decaled immediately prior to the installation of the CTU

Cold Water Softeners: 12 months parts and on site labour to cover manufacturing faults only. This can be extended to 24 months providing European WaterCare services the unit at the appropriate interval. Installation and commissioning must be carried out in accordance with instructions provided. It is vital that the water pressure is a minimum of 1.5 bar and maximum 4 bar, water temperature must not exceed 35 degrees C. Unit must be protected from freezing.

Hot Water Softeners: 12 months parts and on site labour warranty to cover manufacturing faults only. This can be extended to 24 months where European Water Care services the softener at the appropriate interval. Installation and commissioning must be carried out in accordance with instructions provided. It is Vital that the water pressure is a minimum of 1.5 bar and a maximum of 4 bar, water temperature must not at any time exceed 60 degrees C. Unit must be protected from freezing.

Pumps and pumped softeners have 12 months warranty and the same conditions apply, plus pumps must never be allowed to dry run. Pumped systems must not be installed on a water supply that exceeds 2 bar.

Reverse Osmosis: 12 months parts and on site labour, subject to 6-month service being undertaken. European Water Care also provides an annual maintenance plan that covers parts and labour. Alternatively The TotalCare Gold package provides a comprehensive guarantee against scale and water borne corrosion plus parts and labour warranty on the RO. Contracts are available from 1 to 6 years at a fixed price.

Calls made to site are the responsibility of the company placing the call and if the call is not covered by warranty the company placing the order will be charged for the call out and any remedial work undertaken.

European Water Care has a nationwide service team and will not accept any third party invoices for work carried out on our equipment. It is a requirement that all calls be placed with us and that full information regarding the fault is made available as this will help reduce the possibility of abortive chargeable calls.

Examples of items not covered by warranty include: Softener not on a maintained electrical supply, no salt in softener, kinked hoses, excess water temperature, unit not set to regenerate at appropriate intervals, water pressure above or below specified limits, incorrect installation, physical damage to unit, customer neglect or misuse.