

## STANDARD WARRANTY – Grease Guardian

Grease Guardian warrants, to the original user, via the original dealer, that those products supplied by it and used in the service and in the manner for which they are intended shall be free from defects in materials and workmanship for a period of 3 YEARS.

- a) The warranty period commences from the invoice date of the Grease Guardian product sale.
- b) All warranty claims must be processed through the Dealer from whom the equipment was purchased. The Dealer will co-operate with the purchaser throughout the warranty claims procedure and will arrange any necessary repairs using genuine Grease Guardian parts. The use of non-genuine Grease Guardian parts will void the warranty.
- c) If the original Dealer is no longer able to fulfil their obligations please contact Grease Guardian with full details of the claim including unit serial number, by way of the warranty claims form.
- d) Any warranty claim can only relate to a specific part that is proven to be at fault and for which a replacement will be supplied but cannot be extended to constitute a claim against the complete appliance.
- e) Grease Guardian will supply the Dealer with any warranty parts required subject to the claim being validated after return of the faulty items.
- f) All replacement parts have a 60 day replacement warranty. Clean defective parts shall be returned, within the warranty period, with proof of purchase, to Grease Guardian, transportation charges prepaid, for warranty evaluation. At Grease Guardian's option, based on the determination of the warranty evaluation, Grease Guardian may repair or supply a replacement part from its factory. Any, and all items which may be returned shall include the serial number of the unit from which the item was removed, and a return goods authorization number issued by Grease Guardian.
- g) This warranty is void if the product has been damaged by its customer prior to acceptance or as a result of unreasonable use, neglect, flooding, alteration, improper installation, improper quarterly (4 times yearly) service, maintenance neglect, improper electrical service, installation and/or operation without timer controls, or other causes not arising out of defects in material or workmanship. Equipment must be installed according to manufacturer's guidelines. This warranty is void if equipment is used in excess of rated flow. Grease Guardian products are intended to remove only free floating oils and grease. Grease Guardian products do not remove emulsified fats and oils. Grease Guardian shall not be responsible for damage to equipment which results from vault flooding, sewer line back-up, pumping or lift station failure, ambient water flow or other sources of water damage. This warranty is void if the serial number on the product has been altered or defaced. Grease Guardian will not replace electrical parts which have been installed in damp or weather exposed vaults or external locations. This warranty is void should use, installation and application be contrary to a written agreement between Grease Guardian and the user.

- h) Grease Guardian does not make any other representations or warranties, express or implied, including, but not limited to, any implied warranty or merchantability and any implied warranty of fitness or performance for a particular purpose.
- i) The sole and exclusive remedy with respect to the above limited warranty or with respect to any other claim relating to defects or any other condition or use of the product supplied by Grease Guardian, however caused, and whether such claim is based upon warranty, contract, negligence, strict liability or any other theory, is LIMITED to the repair or replacement of the part or product, excluding labor or any other cost to remove or install said part or product or, at Grease Guardian option, to repayment of the purchase price. Notice of any such claim must be given in writing to Grease Guardian within 15 months after purchase of the product and within 12 months of installation.
- j) In no event shall Grease Guardian be liable for special, direct, indirect, incidental, personal, property or consequential damages, including but not limited to, loss of use or profits or to interruption of business activity. Grease Guardian neither assumes nor authorizes any representative or any other person to assume any liability in connection with the sale of its products. Grease Guardian makes no warranties, express or implied, with respect to parts, accessories, components or other goods not in Grease Guardian's scope of supply. Alteration and/or substitution of Grease Guardian parts, assemblies, accessories including electrical and/or mechanical components voids Grease Guardian warranty.
- k) Any damage caused during transportation, either to the packaging or on the Grease Guardian product itself, should be noted with the delivery driver on reception and reported back to the original Dealer, with unit serial number and photographic evidence, within one week of goods received date. In no event shall Grease Guardian be liable for damaged goods either transported by companies other than those appointed by Grease Guardian or for goods opened and repackaged by others, which are then transported by ANY company.
- l) Marks or scratches on any part of the product that do not directly affect system operation will be judged on a case by case basis in terms of severity. These must only be reported within 1 week of opening the original packaging, and be in the form of a written report clearly stating the issue concerned, enclosed with unit serial number and photographic evidence, to the Dealer.

## **10 YEAR ANTI - PERFORATION WARRANTY ON THE GREASE GUARDIAN STAINLESS STEEL TANK**

Grease Guardian warrants, to the original user, that the Grease Guardian main tank supplied and used in the service and in the manner for which it is intended shall be free from defects in materials and workmanship for a period of 10 YEARS. This Warranty is void should the product be damaged by the customer prior to acceptance or as a result of unreasonable use neglect, alteration, improper installation, improper service, maintenance neglect, installation or other causes not arising out of defects in material or workmanship.

The warranty is also void should any of the following conditions exist at any time prior to the defect becoming apparent in or around the main tank:

- Salinity level exceeding 1000 ppm
- Chloride level exceeding 250ppm
- pH lower than 6 or greater than 9
- Chlorine levels (from the use of bleach detergents or similar) exceeding 2ppm are not to be poured directly into the tank.

The warranty is also void in following instances:

- Detergents poured directly into the tank or in high concentrations. The use of bleach (chlorine) and aggressive chemicals when poured in sinks and fixtures discharging into the Grease Guardian is to be limited, and the tank is to be flushed with running tap water for a minimum duration of 5 minutes after these are used in the sinks so to dilute their effect.
- Venting not provided on the inlet and outlet pipe as per the instructions given, thus inhibiting the venting out of any corrosive gases
- Sludge emptying, if not happening on a regular basis will allow for the accumulation of heavy deposits at the bottom of the tank and these will create corrosion problems. The tank should be emptied, cleaned from sludge and refilled with clean water every 3 months
- Water softeners and reverse osmosis system reject effluent, if allowed to enter the tank will increase the salinity levels of the water and induce corrosion. Reject waters of water softeners and reverse osmosis units have to by-pass the unit and discharge in the discharge pipe after the outlet
- Daily normal water discharge into the unit should not be inhibited, where regular discharge of water from sinks/fixtures should happen for a minimum of 5 minutes daily so as to avoid static water conditions which in themselves might induce corrosion.