

Professional Machines Warranty Conditions

1. Scope of the Warranty

Under these warranty conditions, aquama®'s liability is limited exclusively to the repair and/or replacement of machines or parts deemed defective. Losses or damage caused directly or indirectly by the machines are not covered.

aquama® reserves the right to charge additional fees or may even refuse any maintenance of machines, parts, and accessories located in inaccessible and/or dangerous areas for aquama® technical staff.

If a machine part is no longer available, aquama® undertakes to replace it with an equivalent functional spare part.

Provided the machine has been used in accordance with the objectives specified in the specifications and aquama®'s technical guidelines, this warranty covers the following cases:

1/ Repair or replacement (at aquama®'s discretion) of the machine under warranty, provided it is deemed defective due to faulty materials or workmanship;

2/ Specifically, the following components inside the machine:

- The aquama® reactor;
- The softener;
- The brine tank;
- The product tank;
- The internal piping;
- The IT and electrical components;
- The filling nozzle;
- The external digital level sensors.

2. Warranty Exclusions

This warranty does not apply in the following cases:

1/ If the machine's serial number has been altered, changed, or removed;

2/ If the machine has been moved or transported without the supervision of an aquama® technician or duly authorized representative;

3/ If the machine was not installed under the supervision of an aquama® technician or duly authorized representative, nor if it has not been used and/or maintained in accordance with the manufacturer's and/or legal representative's instructions;

4/ If the specifications and/or user manual have not been respected;

5/ If the machine has been tilted or placed in an inclined position, or if it was not installed on a flat surface;

6/ If the machine has been repaired, tampered with, modified, or dismantled by anyone other than an aquama® technician or duly authorized representative, or without prior explicit written approval from aquama®. Only aquama® and/or its duly authorized technicians and/or

representatives are qualified to carry out repairs/maintenance or related services during the warranty period;

7/ If the machine has been opened by anyone other than an aquama® technician or duly authorized representative;

8/ If the machine has been stored in an unprotected, unventilated area or exposed to sunlight, rain, excessive water, pressurized water, or temperatures above 40°C;

9/ In case of any defect caused by abnormal electrical voltage or power supply provided via a generator or due to lightning;

10/ In case of any defect caused by external plumbing installation works that significantly affect water pressure without first shutting off the water supply and turning off the machine, or due to other circumstances causing anomalies in water pressure or water supply to the machine;

11/ In case of defects caused by fire, electrical disturbances, and/or other natural disasters or failure to follow usage, installation, and maintenance recommendations;

12/ In case of defects caused by vermin, lizards, rats, mice, martens, cockroaches, ants, etc.;

13/ In case of defects caused by chemical reactions, excessive heat, excessive dust, or a corrosive environment;

14/ In case of using the machine without original aquama® spare parts or parts recommended by the manufacturer;

15/ In case of inserting non-recommended or non-supplied salt by aquama® or its legal representative into the machine;

16/ In case of inserting any product or solution other than salt provided by aquama® or its legal representative into the salt intake;

17/ In case of defects caused by negligence, abuse, accident, misuse, mishandling, or during transport;

18/ In case of defects caused by malicious acts, vandalism, or deliberate acts hindering the proper functioning of the machine, regardless of the responsible party;

19/ In case of using spare parts or components purchased abroad or from unauthorized suppliers.

Non-covered components and consumables include:

- The machine's panels and exterior components;
- The aquama® front LED indicators;
- Parts showing scratches and/or signs of wear from normal daily use;
- The wheels;
- The external piping;
- The pumps;
- The spray gun;
- The filters;
- The power cable.

3/ Warranty Application

Before any work on a machine under warranty, written proof of purchase/delivery must be presented. Without such proof, all work performed will be duly invoiced. It is strongly recommended to keep purchase receipts and/or delivery notes for the entire warranty period.

Warranty work may only be carried out by aquama® technicians or duly authorized representatives.

Neither the warranty repair work nor the replacement of the machine and/or spare parts extends the standard validity period of the warranty as outlined herein.

4/ Warranty Validity

This warranty takes effect from the date of purchase or delivery of the machine, whichever comes first.

The standard duration of this warranty is limited to two (2) years.

aquama® reserves the right to modify these warranty conditions at any time at its sole discretion. Any changes will take effect upon publication on the official website or other communication channels used by the company. Customers are encouraged to regularly review the current conditions. However, no amendment shall infringe upon mandatory rights granted by Swiss law.