

SECTION 5 WARRANTY INFORMATION

5.1 HOW TO OBTAIN HELP

To get help under this warranty, visit your local dealer or contact ChlorKing® - Sentry UV at 1-800-536-8180 or by email at www.sentryuv.com or www.chlorking.com. Please have available the model number, the system serial number, the date of purchase, the name of the dealer from whom you purchased your ChlorKing® - Sentry UV product, as well as a description of the problem that you are experiencing. A ChlorKing® - Sentry UV technician will help you troubleshoot the problem and locate the defective part.

5.2 RETURNING A CHLORKING® - SENTRY UV PRODUCT

To return a ChlorKing® - Sentry UV product, you must first call a ChlorKing® - Sentry UV technician at the number above and discuss the problem you are experiencing. The technician will then determine your warranty status, and will let you know whether you need to send the unit back for further observation and testing.

If so, ChlorKing® - Sentry UV will issue you a Return Authorization (RA) number that must be prominently displayed on all sides of the packaging. The unit must be properly packed in bubble wrap, placed in a cardboard box, then placed in another larger cardboard box filled with packing (Styrofoam) “peanuts” or bolted onto a secured pallet with side walls and shipped to the following address: (Insurance on the package is also required.)

**Sentry UV, Inc.
Return Service Department
6767 Peachtree Ind. Blvd. Suite G
Norcross, GA 30092**

Warranty will be based on the ChlorKing® - Sentry UV technician’s opinion as to whether or not the defect was originated at the time of manufacture. Removing the unit from its current installed position, as well as, the return shipping charges to ChlorKing® - Sentry UV shall be at customer’s expense. This warranty does not include shipping and handling charges, which must be paid before package is shipped. Once the unit is received, evaluated, and the problem determined to be due to an error in manufacturing, the repairs/adjustments will be made and the unit will be shipped back to customer at ChlorKing® - Sentry UV’s expense. However, should ChlorKing® - Sentry UV determine that problem is NOT caused as a result of manufacturer error, ChlorKing® - Sentry UV will call customer to discuss findings and options.

If the item in question is no longer under warranty, ChlorKing® - Sentry UV will provide an estimate of cost to repair. Your authorization and a valid credit card will be required prior to making any repairs.

5.3 ACTIVATING/VALIDATING WARRANTY AND MAKING A WARRANTY CLAIM

To validate this warranty, establish proof of purchase, and make a warranty claim, you must complete and return the Owner Registration for Warranty Form, and submit a copy of the original receipt clearly showing the date and place of purchase.

5.4 WARRANTIES FOR CHAMBER, PARTS, LAMPS, AND BALLASTS

ChlorKing® - Sentry UV will, to the original purchaser, warranty the Stainless Steel UV Light Product from defects in material and workmanship for 12 months or one (1) year from the original date of purchase as validated by the proof of purchase or receipt. During this time, ChlorKing® - Sentry UV will repair or replace, at its option, any defective parts covered by the warranty:

Chamber. The stainless chamber carries a **three-year** warranty. You may be required to return item for inspection. The PVC chamber carries a **one-year** warranty.

PVC Parts. All PVC parts carry a **one-year** warranty. You may be required to return item(s) for inspection.

Lamps. All lamps carry a **90-day** only warranty, and only for its intended electrical use. If there is a manufacturer's defect found with the lamp within the 90 days, ChlorKing® - Sentry UV will replace it.

5.5 WARRANTIES FOR QUARTZ SLEEVE

ChlorKing® - Sentry UV does not guarantee the quartz sleeve, because it is made entirely of glass and is easily broken.

5.6 GENERAL CONDITIONS AND LIMITATIONS

None of the above warranties cover damage caused by improper use or maintenance, accidents, acts of God, or minor scratches or imperfections that do not materially impair the operation of the product. Nor do the warranties cover products not installed as outlined in this document.

The warranty on lamps, ballasts, housings, or the unit in its entirety does not include shipping and handling charges, which will be collected at the time of shipment. Parts replaced under the warranties above are covered to the end of the ORIGINAL warranty period.

Warranty is void if unit is not connected to a GFCI 120V/240V breaker.

The following also void warranty:

If product labels are defaced or removed.

If housing has been painted.

If product has been improperly installed or maintained by user. Product must be serviced by ChlorKing® - Sentry UV or authorized personnel only.

If product has been abused, misused or damaged by the user.

If product has been damaged by electrical surges, electrical spikes, electrical brownouts, or improper voltage.

We have set forth recommendations and certain installation requirements in this document. Provided they are followed, and the unit is operated in the environment and manner intended, we will repair or replace a defective part within the 12-month period from the time of purchase.

Any damage to the unit as a result of installation, shipping, packing, and/or handling is not covered by this warranty. Any implied warranty other than written herein is not part of this warranty. This warranty gives you specific rights. You may have other rights, which will vary from state to state. This warranty cannot be transferred. Any attempt to make repairs through any source other than ChlorKing® - Sentry UV or authorized person will void the warranty.

ChlorKing® - Sentry UV does not assume any liability for personal injury or property damage caused by the use or misuse of any of the above products. ChlorKing® - Sentry UV shall not in any event be liable for special, incidental, indirect, or consequential damages. ChlorKing® - Sentry UV's liability shall, in all instances, be limited to repair or replacement of the defective product or part and this liability will terminate upon expiration of the application warranty period.