

WARRANTY

FREQUENTLY ASKED QUESTIONS

Q: Do I need to register my product or part in order for it to be eligible for warranty coverage?

A: Warranty registration cards accompany certain products. While registration is not required for warranty coverage, we encourage you to complete the information card and return it to us.

Q: I am a homeowner and may have a product or part under warranty. How do I get it serviced?

A: All claims should be initiated with the dealer from which you purchased the product or part. To find a dealer in your area for service, use the Dealer Locator tool on our website.

Q: How do I obtain service or file a claim?

A: All claims should be initiated with the supplier from which you purchased the product or part. If you did not purchase directly from Pentair, please contact your supplier to begin the warranty claim process. If you are an authorized dealer or distributor and purchased directly from Pentair, please contact customer care at 1-800-279-9404 to begin the warranty claim process.

Q: How do I find out what is excluded from warranty coverage?

A: Specific exclusions are listed in each of our limited warranty statements. These limited warranty statements can be found by visiting the following websites:

PROFESSIONAL DEALER PRODUCTS

www.pentairaqua.com

EVERPURE PRODUCTS

www.everpure.com

AMERICAN PLUMBER PRODUCTS

www.americanplumber.com

WELLMATE PRODUCTS

www.wellmate.com

INDUSTRIAL PRODUCTS

www.pentairindustrial.com

Q: My product is not eligible for warranty coverage, how do I obtain replacement parts?

A: If you are a dealer or consumer and purchased from a third-party supplier, replacement parts may be purchased from your supplier. If you are an authorized dealer or distributor and purchased directly from Pentair, please contact Pentair customer care at 1-800-279-9404.

Q: If I am eligible to receive a replacement part or product through the warranty, how and when will I receive it?

A: If you are a dealer or end-user consumer and purchased from a third-party supplier, please contact your supplier for instructions. If you are an authorized dealer or distributor and purchased directly from Pentair, we will issue a credit in the amount of your original purchase price of the Product, or, at our option, repair or replace the defective Product (we will consider, in good faith, your preference in determining whether to issue a credit or repair or replace).

In cases when an expedited replacement product or part is required, please submit a Purchase Order. We will attempt to process the Purchase Order as quickly as possible, taking into consideration current production lead

times. Advanced replacement orders are charged at standard rates and, once the product or part is received by Pentair and confirmed to be defective and within the warranty coverage, a credit is applied to your account.

Q: Who pays shipping charges?

A: Shipping charges are not covered under the warranty. The product or part must be returned freight prepaid to the original point of shipment as instructed in the return material authorization ("RMA") issued by Pentair customer care.

Q: Once a product or part is replaced, is the replacement still eligible for warranty coverage?

A: Replacement products and parts are covered for the original warranty period or 30 days from date of replacement, whichever is longer.

Q: Can I extend my warranty coverage?

A: Pentair does not offer extended warranty coverage.

Q: I received a return material authorization ("RMA") from Pentair customer care.

How do I check the status of my RMA?

A: Please contact Pentair customer care 1-800-279-9404 for assistance.

Q: Does warranty coverage differ based on industrial or residential use?

A: No, warranty coverage does not differ based on industrial or residential use.

Q: How can I find out if my product is still under warranty?

A: Warranty coverage begins on the date of manufacture and continues through the warranty period as set forth in our limited warranty statement. Date of manufacture can be found within the product serial number, as illustrated in the examples below. Use the table below for assistance, or contact your supplier.

Alternatively, you may contact Pentair customer care at 1-800-279-9404 for assistance.

HOW TO LOCATE PRODUCT INFORMATION	
MODEL LINE	LOCATION
Fleck FreshPoint	<div style="border: 1px solid black; padding: 10px; width: fit-content; margin: 0 auto;"> <p>Operating Pressure 20 to 125 PSI</p>  <p>MODEL: XXXXX PISTON: XXXXXXXXX</p> <p>ASSEMBLED IN U.S.A. 99999999-MMDDYY-999999</p> <p style="font-size: small;">BLFC: XXXX GPM DLFC: XXXX GPM INJECTOR : XXXX 41284 rev x</p> </div> <div style="display: flex; justify-content: space-around; margin-top: 10px; font-size: small;"> <div style="text-align: center;"> <p>WORK ORDER NUMBER</p> </div> <div style="text-align: center;"> <p>DATE</p> </div> <div style="text-align: center;"> <p>VALVE SEQUENCE NUMBER</p> </div> </div>

continued >>

HOW TO LOCATE PRODUCT INFORMATION

MODEL LINE

LOCATION

**Autotrol
Pro Elite
AvantaPure
Modular Pro
RO
PRF-RO**

Pentair Water USA
Brookfield Operations

MODEL: 255/760

WO#: 3316702

Ser. No.: L255257124908-1

A.
B.
C.
D.
E.
F.

- A. **WO Number:** Work Order number the product was built under
- B. **Model Number:** Model of the valve/timer
- C. **Day:** 3-digit day of year (001 = Jan1, 365 = Dec 31)
- D. **Year:** This is the 2-digit year (11 = 2011)
- E. **Sequence Number:** Provides a unique number for each valve made
- F. **Production Line:** Identified the product line the product was made

AquaMatic

PLASTIC VALVES

MODEL: K5XX-X2XX-X4XXX

PART #: 1234567

999999-999000-9999

ENERGIZE TO CLOSE, LS, SAC

MORE TEXT AS NECESSARY

41284 REV A

WORK ORDER
NUMBER
DATE
(MO, DAY, YR)
VALVE NUMBER
OF QUANTITY
ORDERED

METAL VALVES

CUSTOMER PART NUMBER

MODEL #: (EX V42b-0000-00000)

VALVE OPTIONS (EX NO,NC,SAV,SAO,ETC.)

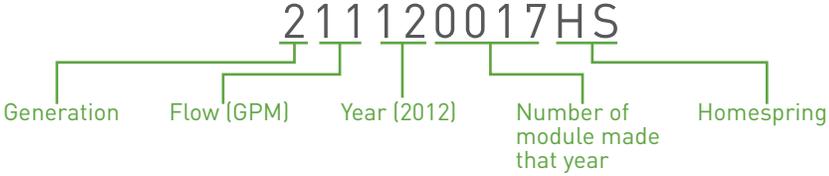
DIA.: (EX. BUNA)

SEAL: (EX. EP)

MAX TEMP: XXX F (XXX C)

999999-999000-9999-9999

WORK ORDER
NUMBER
DATE
(MO, DAY, YR)
TIME
(24 HOUR)
VALVE NUMBER OF
QUANTITY ORDERED

<p>Tanks</p>	
<p>Pentek American Plumber</p>	<p>The date code is molded into the plastic part comprising a circle rimmed with numbers 1 through 12. There is an arrow pointing to one of the rim numbers to signify the month and the arrow is flanked by two numbers which represent the year.</p>
<p>Everpure Cartridges</p>	<p>NEW DATE CODE EXAMPLE: 1M2581</p> <p>1st digit : Shift (1 = 1st shift of production) 2nd digit: Month (M = 12th letter of the alphabet, 12th month - December <i>Note: The letter "I" is not utilized in order to prevent confusion with the number 1</i> 3rd and 4th digits: Date (2 and 5 = 25th) 5th digit: Year (8 = 2008) 6th digit: production line (1 = manufactured on Line 1)</p>
<p>WellMate</p>	<p>The first five digits of the serial number are the day and year. 28002380 = 280th day (October 7th) of 2002</p>
<p>Homespring</p>	
<p>Other</p>	<p>Contact your supplier</p>



FILTRATION & PROCESS

5730 NORTH GLEN PARK ROAD, MILWAUKEE, WI 53209

P: 262.238.4400 | F: 262.518.4404 | WWW.PENTAIRAQUA.COM | CUSTOMER CARE: 800.279.9404

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