

Flow-Rite Controls – Our Commitment to You

Flow-Rite is committed to designing, engineering, and manufacturing high quality products. We believe you will have a great experience with our products and if you do not, we want to make it right. Please see below for details regarding our product warranty. If you have questions, you can reach us at (616) 583-1700 or customerservice@flow-rite.com

5 Year Limited Warranty for Single Point Watering Systems

Flow-Rite Controls Warranty Policy for Pro-Fill systems as used on Flooded Lead Acid Batteries.

Flow-Rite Controls warrants to Purchaser that its product, the Pro-Fill system, will be free of all defects in material and workmanship for five (5) years after the date of purchase. If within five years of the date of purchase, the Pro-Fill system, fails to perform due to a manufacturing defect, Flow-Rite Controls will repair or replace the Pro-Fill system, free of charge.

An RMA (Return Merchandise Authorization) Number must be obtained from Flow-Rite Controls (through your Pro-Fill supplier) prior to returning product for warranty consideration. Purchaser must send any product covered under this warranty, along with a copy of supplier's invoice and description of the problem to: Flow-Rite Controls, 960 74th St SW, Byron Center, MI 49315.

Flow-Rite Controls Replacement Plus +

Flow-Rite wants to ensure that your Pro-Fill system is always functioning properly. If a swivel T, gasket or O-ring is ever damaged or broken during regular battery use we will replace the parts at no charge. Please follow normal return authorization process. In addition, if the Pro-Fill system is installed by an authorized representative in accordance with our installation instructions and a defect in this Pro-Fill system is the cause of a cell or battery failure (Flow-Rite Controls may require battery reports and test results as well as our own technical inspection) Flow-Rite Controls will repair or replace the cell or battery at its option and at its expense. *

This warranty is subject to the following terms and limitations:

- The Pro-Fill system must be installed in agreement with Flow-Rite's current installation and operation instructions.
- The user must follow the recommended watering and maintenance procedures as directed by Flow-Rite Controls and the battery manufacturer's operation and maintenance manuals.
- The user must only fill the Pro-Fill system from Flow-Rite Controls authorized or approved water supplies.
- The warranty is void if the product is subject to misuse, abuse, inadequate maintenance or physical damage other than normal wear and tear.
- The warranty applies to the original user of the product and is not transferable. It applies only to product located in North America.

Flow-Rite Controls, at its option, may require the following: documentation of who installed the Pro-Fill system, serial number of the battery, watering logs, photographs of installation or proof of purchase (copy of original invoice).

Warranty claims must be submitted through your Pro-Fill supplier. Flow-Rite Controls, at its option, has the right to inspect the warranty claimant's facility for proper installation, operation and maintenance procedures of the battery watering system.

**Limited to cost of repair, does not include travel or transportation. Covered costs are subject to Flow-Rite Controls warranty cost schedule.*

Flow-Rite Controls does not warrant that the use of the product will be error-free or that the product conforms to any laws, ordinances, codes, or standards. To the extent not prohibited by law, Flow-Rite Controls disclaims all other warranties, expressed or implied, statutory, or otherwise, including without limitation, the warranties of merchantability and fitness for a particular purpose.

The remedies described above are your sole and exclusive remedies and Flow-Rite Controls' entire liability for any breach of this limited warranty. Flow-Rite Controls' liability shall under no circumstances exceed the actual amount paid by you for the defective product, nor shall Flow-Rite Controls under any circumstances be liable for any consequential, incidental, special, or punitive damages or losses.

Some states do not allow disclaimers of implied warranties, or the exclusion of limitation of incidental or consequential damages, so the above limitations may not apply to you. To the extent such warranties cannot be disclaimed but can be limited under the laws of your jurisdiction, Flow-Rite Controls limits the duration and remedies of such warranties to the duration of the warranty periods described in this limited warranty.