



Doc Ref: 7C014

AQUA CURE

WATER PURITY EXPERTS

YOUR WATER SOFTENER WARRANTIES & HELPFUL HINTS



Aqua Cure

T: 01704 516 916

E: sales@aquacure.co.uk

Thank you for purchasing your new water softener from **Aquacure**.

In this booklet you will find everything you need in respect of warranties and helpful hints to ensure you get the best from your new softener. (Installation instructions are supplied separately within the packaging)

Please note the index below and find relevant pages to your purchase.

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WHAT'S IN THE BOX?

- **Your Water Softener**
- **2 x Stainless Steel Connection Hoses**
- **Length of Blue Drain Hose**
- **Length of 1/2" Overflow Hose**
- **15mm Install Kit**
- **1 x Outlet Hose Mesh Washer Insert**
- **Easy Set Up Installation Guide**

HELPFUL HINTS TO KEEP YOUR SOFTENER WORKING PROPERLY

- **Use only Tablet or Pebble Salt.**
- **Check the salt level regularly and ensure it does not fall below the water level.**
- **Fill the cabinet approximately two thirds full with salt when topping up.**
- **Avoid moving the softener once installed as this may cause hoses to become kinked and cause flooding.**
- **Reset time clock if power is cut off for more than an hour.**

WARRANTY TERMS & CONDITIONS

This is a manufacturer's warranty offering 24 months parts and labour cover on manufacturing faults.

Where possible all repairs will be carried out on site.

CONDITIONS:

- The warranty covers the water softener only and not adjoining pipe work.
- Service calls are taken and made Monday to Friday 08.30am – 5.30pm.
- Warranty is for domestic installations only.
- No liability can be accepted for damage caused by the water softener or ancillary pipe work.
- Work carried out that is not covered by this warranty will be charged at our standard call out and labour rates (please contact for full details).
- The enclosed registration card must be completed and returned within 21 days of purchase.

EXCLUSIONS:

- Any fault arising from incorrect installation of the softener against the manufacturers installation instructions.
- Misuse damage or neglect.
- Freezing of softener, Water pipes or Drain pipes.
- Excessively high water pressure.
- Blocking or kinking of supply or drain hoses.
- Interruption of electricity supply.

EXTENDED WARRANTY

The parts and labour warranty on your softener can be extended for a period of up to 6 years subject to the following conditions.

The unit is registered with ourselves within the required time as stated in the main warranty.

You agree as a condition of the warranty extension to have the softener serviced by our service partner (purple turtle) every 24 months (first service will be carried out 24 months after installation).

This warranty can be cancelled by the user at any time by giving us written notice.

The extended warranty is not valid should we not be able to service the softener at the required intervals.

The current cost of a biennial service is £155.25 including VAT (Jan18) however we will notify you of the cost prior to attending site and carrying out any service.

The exclusions to this warranty are the same as outlined in the main warranty.

Should you wish to take advantage of the extended warranty scheme please tick the appropriate box on the registration card found at the end of this pdf.

WARRANTY TERMS & CONDITIONS TRADE CUSTOMER PURCHASES

This is a manufacturer's warranty offering **24 months parts and labour cover on manufacturing faults.**

Where possible all repairs will be carried out on site.

CONDITIONS:

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- Service calls are taken and made Monday to Friday 08.30am – 5.30pm
- Warranty is for domestic installations only.
- No liability can be accepted for damage caused by the water softener or ancillary pipe work.
- Work carried out that is not covered by this warranty will be charged at our standard call out and labour rates (please contact for full details).
- The enclosed registration card must be completed and returned to us within 21 days of purchase.

EXCLUSIONS:

- Any fault arising from incorrect installation of the softener against the manufacturers installation instructions.
- Misuse damage or neglect.
- Freezing of softener, Water pipes or Drain pipes.
- Excessively high water pressure.
- Blocking or kinking of supply or drain hoses.
- Interruption of electricity supply.

The Labour section of this warranty may be covered by the company from whom the softener was purchased. Please contact them in the first instance.



SOFTENER PRODUCT REGISTRATION CARD

To be completed & returned within 21 days of purchase/installation.

Softener Type & Size.....
Serial No.....
Date of Purchase/Installation.....

Distributor Details

Name.....
Address.....
.....
Post Code.....

Customer Details (optional for distributors)

Name.....
Address.....
.....
Post Code.....

☐ Please register my softener and contact me annually to arrange a service

☐ Servicing of this softener is covered by a 3rd Party Distributor

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**Aqua Cure | UNITS 3A & 3B, Dakota Business Park,
Dakota Way, Burscough, Ormskirk, L40 8AF**

T: 01704 516 916 | E: sales@aquacure.co.uk