

Hartell Product Warranty Policy - Effective January 1, 2024

Thank you for choosing Hartell pumps. We are committed to providing you with the highest quality product that meets your expectations. To ensure a transparent and fair warranty process, please review the following warranty policy:

1. Warranty Period:

Hartell pumps come with a limited warranty that covers defects in materials and workmanship under normal use when properly installed, for a period of 12 months (ONE YEAR) from purchase (with dated proof of purchase receipt) or 12 Months (ONE YEAR) from manufacture, if no dated proof of purchase is available or as otherwise agreed to in writing

2. Components with Limited Shelf Life:

· Some components within your Hartell pump may have a limited shelf life (o-rings, seals, etc...). These components are designed to function optimally under regular use. If the product remains unused for an extended period, the performance of these components may be degraded.

3. Storage Recommendations:

· To maximize the lifespan of your product and its components, we recommend storing it in a cool, dry place and following any specific storage guidelines outlined in the product manual.

4. Warranty Exclusions:

· The warranty does not cover defects or damage resulting from:

- Unauthorized modifications or repairs.
- Misuse, abuse, or neglect of the product.
- Failure to follow the recommended storage guidelines.

5. Making a Warranty Claim:

· Many issues can be resolved by reviewing the tips noted in the Maintenance section of the IOM (Installation Operation Maintenance) manual, however, if you still have difficulties and believe your product is experiencing an issue covered by this warranty, please contact the company from which you purchased the pump. - Provide your proof of purchase and a detailed description of the issue.

6. Resolution Options:

· Upon receipt of a valid warranty claim, Hartell pumps will, at its option:

- Replace the product with an equivalent new product.
- Refund the original purchase price.

7. Limitation of Liability:

· Hartell pumps shall not be liable for any incidental, consequential, or indirect damages of any kind arising out of the use or inability to use the product.

8. Changes to the Warranty Policy:

· Hartell reserves the right to update or modify this warranty policy at any time and by using Hartell products, you agree to the terms outlined in this warranty policy.