



aquatherm

state of the pipe

TERMS AND CONDITIONS OF THE AQUATHERM LIMITED WARRANTY

1. Foreword

Thank you very much for making the decision to use a product from Aquatherm GmbH, Germany. With more than 40 years of experience in the international plastic piping market, and our trendsetting innovations, we have the expertise needed to offer you engineered piping solutions made in Germany.

The trust placed in the quality of our products has motivated us to offer all pipes and molded, fabricated, machined, and/or assembled parts with a 10- year limited warranty instead of the standard 2-year warranty required by German law. The warranty period will begin on the date Aquatherm L.P. issues written confirmation of the warranty. This written confirmation will only be provided after the Aquatherm pressure test has been successfully completed and submitted to Aquatherm L.P. The Aquatherm pressure test must be submitted prior to system start-up and use of the Aquatherm piping.

2. Product Warranty

The Aquatherm product warranty ("Aquatherm Warranty") protects you from damage that occurs during the warranty period which Aquatherm L.P. agrees has been caused solely by a material defect or manufacturing defect in an Aquatherm product.

2.1 What is covered by the Aquatherm Warranty?

The Aquatherm Warranty coverage applies to the following product groups:

- Aquatherm green pipe (fusiotherm, Aquatherm green pipe UV, OT, TI)
- Aquatherm blue pipe (climatherm, Aquatherm blue pipe UV, OT, TI)
- Aquatherm lilac pipe (Aquatherm lilac)
- Aquatherm orange system (Aquatherm - heating systems)

- Aquatherm grey pipe (Aquatherm SHT system)
- Assemblies fabricated by Aquatherm GmbH or Aquatherm L.P. from the above product groups

The Aquatherm product and engineering/consulting services warranty covers two aspects of damages: property damage and personal injury.

2.1.1 What is property damage?

The damage to or destruction of another tangible item as a result of a defective product (e.g. classic water damages to building materials such as drywall as a result of a leak) caused by a defective product.

2.1.2 What is meant by personal injury?

If a person suffers physical injury, this is known as personal injury. For the purposes of this document, the coverage of personal injury means the direct medical costs incurred as a result of the injury caused by a defective product.

3. Coverage

3.1 No Performance Guarantee.

Warranty coverage for the Aquatherm Warranty is not a performance guarantee for product as installed or for systems as operated. As with any engineered piping product or system, performance and lifespan of Aquatherm products and/or systems inherently depend upon numerous factors entirely outside of Aquatherm's control. This includes the quality of product installation, as well as the overall design and operation of the system in which the product(s) are installed and proper maintenance of the system. As a result, there are causes of property damage and personal injury that are not covered by Aquatherm's limited warranty.



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3.2 What is not covered by Aquatherm's warranty?

Costs related to any damages incurred as a result of:

- Time delay during installation, delays caused by incorrect planning, delivery problems and/or incorrect orders.
- Leaks or damage caused by an improper choice or specification of product.
- Leaks or damage caused by incorrect handling after the material has left Aquatherm GmbH's, Aquatherm L.P.'s and/or Aquatherm Corp.'s custody.
- Leaks or damage caused by joints which were not made in accordance with the Aquatherm guidelines, including but not limited to: improper fusion technique, use of contaminated materials or tools, use of faulty or unsuitable tools, use of damaged materials or tools, or any connection made by an installer without the proper Aquatherm training and qualification.
- Leaks or damage caused by improperly assembled connections (threads, flanges, stub-outs, mechanical joints not intended for use with Aquatherm PP piping etc.).
- Leaks or damage from all sealing elements (o-rings, gaskets, etc.) used in the product lines manufactured by Aquatherm GmbH.
- Leaks or damage in systems that were not subjected to the Aquatherm pressure test or alternative testing approved by Aquatherm L.P. prior to start-up.
- Leaks or damage in systems for which Aquatherm L.P. has not issued a written confirmation of the warranty.
- Non-compliance with the operating parameters defined and specified by Aquatherm as found in Aquatherm's technical documents.
- Failure to maintain non-Aquatherm equipment or components resulting in system conditions that damage Aquatherm products.
- Leaks or damage caused or exacerbated by copper in the water resulting from erosion/corrosion or other degradation

of copper components in a domestic hot water recirculating system.

- Leaks or damage caused to piping by the use of improper clamping. This includes the use of metal clamps that are not in compliance with Aquatherm guidelines/training/recommended installation methods, clamps that are improperly sized, clamps that are too tight and/or clamps with insufficient padding to protect piping products.
- Replacement of Aquatherm products with any other manufacturer's products is not covered. To the extent replacement of Aquatherm product due to a manufacturing or material defect is required, warranty coverage is limited to replacement with Aquatherm products to be provided by Aquatherm.
- The copper and sealing element (e.g. o-ring) portion of the PP-R to copper transition fittings.
- The non-polypropylene portions of Aquatherm fittings that are manufactured and/or assembled by others.

Note: This list only includes the most prominent examples. Other circumstances which compromise the integrity of the products (and which are outside of Aquatherm's control) are not covered under the warranty.

In cases of doubt, contact your Aquatherm Regional Sales Manager. Exceptions to any Aquatherm guidelines or warranty requirements must be provided for in writing, by a member of Aquatherm's engineering team and reflected in the written confirmation of the warranty document issued by Aquatherm L.P.

No Aquatherm warranty covers replacement of Aquatherm products with products manufactured by others. To the extent replacement products are required, only Aquatherm products are eligible to be provided under the Aquatherm warranty.





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4. What is the channel of communication for notifying claims under warranty and making inquiries about them?

Warranty claims must be made with Aquatherm L.P. in the US regardless of location where installed.

In the event of a leak resulting in a warranty claim, samples of the product must be submitted to Aquatherm L.P. for examination and analysis. Working in collaboration with the injured party, the local Aquatherm entity will identify the cause of the damage, and may utilize external resources (test institutes, laboratories, assessors, etc.) as needed. All expenditures associated with the damages for this claim must be verified/recorded/documentated in detail and in a verifiable format to be considered in evaluating the warranty claim. The failure to cooperate with the local Aquatherm entity in the collection of information or investigation of any claim may jeopardize coverage under the warranty.

Information about the progress of the claim will only be released by the local Aquatherm entity. Determination of the cause of any leak under any available warranty by Aquatherm L.P. or Aquatherm Corp. will be final and binding.

5. Legal Note

The Aquatherm Warranty can only be extended or otherwise amended or modified by a written instrument duly signed by an authorized representative of Aquatherm.

If any term of the Aquatherm Warranty is held to be legally ineffective and/or unenforceable, the other terms will remain fully effective and enforceable.

6. Information about avoiding damage

I) Manufacture under certified quality level.

As a trusted manufacturer, Aquatherm GmbH works to a certified quality standard (ISO 9001); constant internal quality controls are part of the daily routine. In addition to

this, all employees are integrated into a quality assurance program. As a result of this, products failing to comply with Aquatherm GmbH's high standards are quickly identified and removed from our product range.

II) Preventing damage caused by incorrect handling.

Aquatherm products must be handled conscientiously and carefully when they are delivered. Experience shows that most damage is caused in transit, storage and/or when working on site. Please note that correct handling contributes to maintaining the product quality.

III) Work is to be carried out by trained installers.

Installation defects are easy to avoid. Aquatherm training courses teach the correct techniques in detail for working with our products. In doing so, particular importance is attached to work being carried out attentively and with care using the proper tools for the job. The work of installers trained by us or our Aquatherm Trained Professionals (ATP's) is much more reliable and carried out much more efficiently.

THE MOST RECENT INSTALLER'S MANUAL SHOULD ALWAYS BE CONSULTED FOR UPDATES, REGARDLESS OF WHEN TRAINING OCCURRED.

7. Exclusive Warranty and Remedy

THE AQUATHERM WARRANTY AND THE REMEDY DESCRIBED HEREIN ARE EXCLUSIVE AND ARE THE SOLE WARRANTY AND REMEDY AVAILABLE IN CONNECTION WITH THE PURCHASE, OWNERSHIP OR USE OF AQUATHERM'S PRODUCTS. ALL OTHER EXPRESS OR IMPLIED WARRANTIES ARE EXPRESSLY EXCLUDED; INCLUDING, WITHOUT LIMITATION, ANY WARRANTY OF MERCHANTABILITY, WARRANTY OF FITNESS FOR PARTICULAR PURPOSE, AND ALL STATUTORY WARRANTIES AND CONDITIONS. EXCEPT AS EXPRESSLY PROVIDED HEREIN, AQUATHERM





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GMBH, AQUATHERM L.P. AND/OR AQUATHERM CORP. SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, PUNITIVE, EXEMPLARY OR MULTIPLIED DAMAGES, OR ANY ATTORNEY FEES OR COSTS.

but not limited to Aquatherm GmbH) other than the local Aquatherm entity (Aquatherm L.P. or Aquatherm Corp.).

April 2022

Aquatherm GmbH, Biggen 5, 57439 Attendorn, Germany

8. Controlling Law and Dispute Resolution.

8.1 Controlling law for Aquatherm products and warranty in the United States and Canada.

The laws of the State of Utah, without regard to its conflicts of law principles or reference to the UN Convention on the International Sale of Goods, exclusively will govern the Aquatherm Warranty as well as any other claim or controversy of any kind or nature that any purchaser, owner or user of Aquatherm's products located in the U.S. or Canada may have against Aquatherm GmbH, Aquatherm L.P., and Aquatherm Corp. arising out of, or in connection with, the purchase, ownership or use of Aquatherm's products.

8.2 Dispute Resolution

Any controversy or claim arising out of, or relating to, the Aquatherm Warranty as well as any other claim or controversy of any kind or nature that any purchaser, owner or user of Aquatherm's products located in the U.S. or Canada may have against Aquatherm GmbH, Aquatherm L.P., and/or Aquatherm Corp. arising out of, or in connection with, the purchase, ownership or use of Aquatherm products shall be settled exclusively by arbitration conducted in Salt Lake City, Utah with Aquatherm L.P. and administered by the American Arbitration Association under its Commercial Arbitration Rules, and judgment on the award rendered by the arbitral tribunal may be entered in any court having jurisdiction thereof. There shall be no right or authority for any claims to be arbitrated on a class action basis. Nothing in the warranty terms provides any purchaser, user, or owner in the U.S. or Canada with rights against any Aquatherm entity (including

