



## WATERPLAY® PRODUCT WARRANTY

Waterplay Solutions Corp.® (Waterplay) is committed to delivering the highest quality products on the market. Waterplay features are built with the best materials, to the most stringent manufacturing standards. Our personal pride and construction confidence are backed by the following warranties:

### Material Warranty

◆ Stainless Steel Piping & Weldments	25 years
◆ Aluminum Materials	10 years
◆ Acetyl Nozzles, Urethane/HDPE	5 years
◆ Fiberglass, Acrylic & Polycarbonate Materials	2 years
◆ Stainless Steel Hardware	2 years
◆ Concrete (play features only)	1 year
◆ Decals (out of reach of patrons)	1 year

### Water Distribution Warranty

◆ Water Distribution Skid	10 years
◆ Water Distribution & Recirculation Equipment	2 years
◆ Electrical Controllers & Activator Switches	2 years
◆ Kiosk Contents & Hardware	2 years

### Play Feature Warranty

◆ Sound Components	2 years
◆ Moving Parts	2 years
◆ LED Components	1 year

### Play Feature Finish Warranty

◆ Powder Coated	2 years
◆ Painted (Airbrushed Graphics)	2 years

This warranty does not cover any damage caused by accident, improper care, negligence, normal wear and tear, surface corrosion on metal parts, discolored surfaces and other cosmetic issues or failures due to misuse or vandalism. Natural fading in feature finish over time are considered cosmetic issues and not covered. Features installed in indoor aquatic facilities, coastal areas and areas with high heat and humidity will encounter more discoloring and cosmetic issues.

Waterplay staff and/or appointed service agents are prepared with guidelines for maintenance and rapid response assistance should anything go awry. With our reliable support and quality products, Waterplay takes pride in knowing that our customers have a quality system that runs without interruption. Waterplay offers an option to extend your standard warranty on the control panel to 3, 4 or 5 years. Extended warranty





commences at expiration of the standard 2 year warranty period and must be purchased by the time the park is commissioned or within 12 months of goods received on site, whichever comes first.

## SAFETY

In situations where Waterplay products are utilized for any purpose other than those approved by Waterplay, the customer will be held fully responsible. In addition, Waterplay will not be held responsible for the operation, function, performance, misuse, injuries, or claims resulting from any other products installed within proximity to water structures manufactured by Waterplay.

## CONDITIONS

1. Park registration process must be complete prior to a warranty claim being processed  
<http://www.waterplay.com/en/park-registration/>
2. All warranties commence upon receipt of goods on site and are only valid if Waterplay equipment is installed in accordance with Waterplay specifications and installation instructions. Waterplay will not cover warranty issues resulting from installation errors.
3. Modifications to Waterplay equipment without prior written approval will void all warranties covered by this document.
4. Warranties are limited to the value of parts and components sold. The client is responsible for the cost of removing and replacing warranted parts/features, the cost for shipping of warranty items to the client site and the return of defect items to Waterplay (if required).
5. All warranty claims against shipping damages or missing parts will be in accordance with the Terms & Conditions of the Purchase Agreement.
6. It is the responsibility of the owner to inspect all aspects of their facility at regular intervals. All maintenance shall be performed in accordance with the Waterplay Owner's Manual and documented in an approved log book.
7. Waterplay does not assume responsibility for damage resulting from extreme weather conditions such as flooding, fires, lightning or any act of force majeure. Waterplay does not warrant defects or damage caused by water supply or quality of utilities nor does it warrant landscaping, site amenities or surfacing in areas where Waterplay products are installed.
8. Any warranty issues are governed by the laws of the province of British Columbia, Canada.
9. Warranty claims will only be processed for accounts considered to be in good standing at the time the claim is made.
10. The foregoing warranties are exclusive and in lieu of all other warranties. There shall be no liability for incidental or consequential damages.
11. Waterplay reserves the right to develop, improve, change or discontinue any product and/or specification without notice and is has no obligation to retrofit these changes into existing parks.