

Desal Pure Water Membrane Element Materials and Workmanship Warranty

Osmonics, Inc. guarantees the proposed product to be free from defects in material or workmanship when operated in accordance with written instructions for a period of one year from start-up or fifteen months from receipt, whichever is shorter. Parts not manufactured by Osmonics are covered by their manufacturers' warranties that are normally for one year.

For general water treatment, Desal spiral-wound membrane elements are guaranteed to operate within specification for a period of 12 months from receipt provided that the element has not been abused by operating either at high temperatures, with high or low pH values, on disinfected water, or on solutions which tend to precipitate.

An element which fails to perform satisfactorily within the first 90 days after receipt, has not been mishandled, and is returned to the factory, will be replaced free of charge except for freight and local labor. If an element fails to perform satisfactorily during the balance of the warranty period and with the return of the element to the factory, Osmonics will replace the element with a new element and will charge the User for the portion of the 12 months that the element was used plus incoming freight and local labor. Such prorated charges will be based on the list price prevailing at the time of warranty consideration. A new element supplied under warranty terms will carry the standard 12-month new element warranty. If the element has not been placed in use at the end of the permissible storage period, the date of first use shall be considered to start the end of the permissible storage period.

The customer shall be responsible for acceptance testing for the element received to ensure that they meet the published performance specifications. Osmonics shall be notified within thirty (30) days for first use of any element not meeting specification. Should Osmonics not receive notification of non-compliance with performance specifications within said thirty (30) day period, Osmonics will consider that all elements are accepted.

All elements that are being returned for non-warranty must be returned unused in their original packaging. Elements returned not conforming to said criteria will be subject to rejection or added fees to restore element to sellable condition.

Osmonics warrants storage of element as follows:

1. All dry element (excluding cellulosic elements) for six (6) months at ambient temperatures less than 100°F.
2. At temperatures between 100°F (38°C) and 122°F (50°C) for three months, provided that elements are stored in their original packaging with the polyethylene bag intact under dry conditions.
3. At temperatures over 122°F (50°C) there is no warranty.
4. All wet elements shipped from any Osmonics facility must be stored in a cool dry location out of direct sunlight or artificial light at temperatures under 86°F (30°C) in their original packaging with the polyethylene bag intact, for a period of 3 months or expiration date which ever occurs first.

For cellulosic elements, dry or wet:

5. Stored in a cool dry location out of direct sunlight or artificial light at ambient temperatures less than 86°F (30°C) for no more than six (6) months.

If an element is to be returned for warranty inspection, the User must obtain a Return Goods Authorization (RGA) number from Osmonics before returning the element. Elements are to be returned freight prepaid to Osmonics and Osmonics will return any warranty replacement element to the customer prepaid. Elements must be kept damp at all times and must be clean and bagged in a watertight bag before returning. Only Osmonics' approved cleaners, biocides, dispersants, or other chemicals may be used with the element. Use of other chemicals may void the warranty. The User is responsible for knowing the element material and for ensuring that chemicals harmful to the membrane or material are never in contact with the element.

It is the obligation of the User to maintain frequent operating data records. Osmonics may request these records in the warranty evaluation. User must notify Osmonics at the first sign of changes in operation of the Osmo machine or Desal element. Such notification should be in writing and should include all data requested on the operating log sheets.

