

WARRANTY CERTIFICATE



Dear customer,

Congratulations on your purchase of a quality RainFlo brand product. Your product is covered by a one-year limited warranty from the date of purchase. Extended warranty coverage may be available for purchase. Contact customer service at (800) 654-WATER (9283) for details on extended warranty coverage.

RainFlo Pumps and Controllers



Warranty terms

RainFlo 1-year warranty only applies to the RainFlo product purchased and not to individual parts or accessories, even if included in the package price. Incidental damage to property other than the RainFlo product are not covered. Within the warranty period, we will either repair or replace the defective component at our discretion. Replacement may be fulfilled with a factory reconditioned unit.

In order to grant warranty services, we require correct handling, assembly, installation and operation according to installation manual and accepted industry best practices. This warranty is only valid with proof of purchase. Please refer to RainHarvest Systems terms and conditions of sale for other applicable details and restrictions.

To request warranty service: Contact your dealer for specific return instructions. All return shipments must be identified by a case number clearly marked on the outside of the packaging and mailed at the customer's expense. If a failure is determined to be the result of a defect in materials or workmanship, the product will be repaired or replaced and returned free of charge. RainFlo products are not covered for damage resulting from a run-dry condition, foreign objects, miswiring or lightning. RainFlo pump controllers are not covered for damage related to flooding or excessive pressure. In the event no trouble is found, return shipping charges will be the customer's responsibility.