

# MOUNTAIN PLUMBING LIMITED WARRANTY

## 1. LIMITED WARRANTY.

Subject to the Conditions, Exclusions, and Limitations set forth herein, Mountain Accessories, Inc. ("Mountain Plumbing") provides a Limited Warranty on all Mountain Plumbing products purchased from an Authorized Mountain Plumbing Retailer/Dealer ("retailer/dealer"). This Limited Warranty shall commence on the date of original purchase and shall expire:

- 1 year from the date of purchase for all working parts except Disposers and Hot Water Tanks.
- 3 years from the date of purchase if purchased after January 1, 2009, for the Instant Hot Water Tank.
- 3 years from the date of purchase for 1/2 HP and 1/3 HP Model Mountain Perfect Grind Waste Disposers.
- With the life of the product for 5/8 HP, 3/4 HP and 1 1/4 HP Model Mountain Perfect Grind Waste Disposers.

Finishes on Mountain Plumbing products are warranted from the date of installation and shall expire:

- 90 days from the date of installation for all ORB, EB, MHB, WCP, and TB finishes if instructions are followed properly.
- With the life of the product for all PVD finishes if instructions are followed properly.
- With the life of the product for all Xenoy molded products.
- 1 year from the date of installation for all other special finishes if instructions are followed properly.

FAILURE TO FOLLOW APPLICABLE INSTRUCTIONS VOIDS THE WARRANTY FOR ALL FINISHES.

THE USE OF PLUMBERS PUTTY ON MOUNTAIN PLUMBING PRODUCTS VOIDS THE WARRANTY FOR ALL PRODUCTS. A NON-ACID OR NEUTRAL CURE CAULK IS RECOMMENDED.

THE USE OF MOUNTAIN PLUMBING INSTANT HOT FAUCETS OR HEATING TANK WITH A NON-MOUNTAIN PRODUCT VOIDS ALL WARRANTIES (EXCLUDES FILTRATION SYSTEMS).

## 2. WHAT WE WILL DO.

In the event your Mountain Plumbing product fails as a result of a defect in manufacturing, materials or workmanship within the applicable Limited Warranty period, Mountain Plumbing, at its option, will: (1) provide replacement parts to the Mountain Plumbing retailer/dealer you specify; or (2) repair the existing product at no cost to you, except as set forth herein; or (3) refund the original purchase price or retailer's/dealer's price at the time of the original purchase, whichever is less. Replacement parts or repairs are warranted for the remainder of the original Limited Warranty period. Labor and shipping charges are not covered under the Limited Warranty.

If Mountain Plumbing replaces or repairs the existing bath waste and overflow product, and an access panel is not available, the costs for accessing the bath waste and overflow is not covered under the Limited Warranty. This includes but is not limited to any tile work that has to be replaced in order to replace or repair the bath waste and overflow.

Mountain Plumbing reserves the right to discontinue or modify its products at any time without notice. In the event that repair or replacement of a product pursuant to this Limited Warranty is not possible, Mountain Plumbing will fulfill any repair or replacement obligation under this Limited Warranty with a product of equal or greater value.

## 3. WARRANTY CLAIM PROCESS (for building owners and homeowners only).

To make a claim under the Limited Warranty, you must notify the Mountain Plumbing retailer/dealer who supplied you with your Mountain Plumbing product. Unless otherwise specified in writing by Mountain Plumbing, all defective products must be returned to the Mountain Plumbing retailer/dealer to be forwarded to Mountain Plumbing for inspection and testing to determine of the cause of the alleged failure or defect.

If the retailer/dealer is unavailable or unknown to you, you may contact Mountain Plumbing at:

**Mountain Plumbing Products**  
**Attn: Warranty Department**  
**PO Box 630008**  
**Irving, TX 75063**

Warranty claims made directly to Mountain Plumbing shall include written notification of the alleged failure of, or defect in, any Mountain Plumbing product, and must be received by Mountain Plumbing no later than thirty (30) days after detection of an alleged failure or defect occurring within the applicable warranty period. Written notifications should include a description of the failed or defective part or product, product model number (if available), date of purchase, date of installation, and description of the alleged product failure or defect. All products alleged to be defective must be made available to Mountain Plumbing for inspection and testing to determine the cause of the alleged failure or defect.

Upon receipt of a warranty claim notification through either the retailer/dealer or directly, Mountain Plumbing shall have ninety (90) business days in which to determine whether it acknowledges responsibility for any alleged defects in materials or workmanship and the appropriate course of action to be taken.

**The foregoing Warranty Claim Process only applies to claims made by owners of residences and buildings in which the warranted products are installed. Mountain Plumbing retailers/dealers and other customers who purchased products directly from Mountain Plumbing should follow Mountain Plumbing's Return Goods Authorization Policy then in effect.**