

GENERAL LIMITED WARRANTY INFORMATION AquaMaster Fountains and Land Master Lighting

AquaMaster® Fountains and Aerators Limited Warranty

AquaMaster® (“AquaMaster”) products and their accessories are warranted against defects in material and workmanship. The limited warranty period commences from the date the unit was shipped from our factory. For specific warranty durations, please refer to **Warranty at a Glance**. ([Warranty - AquaMaster](#))

The warranty is void in cases where damage results from: improper installation, improper operation, operation with no flow, operating with partial flow, continued operation with obstruction that result in pump cavitation, improper electrical connection, improper voltage, lightning, foreign objects that cause damage to motor shafts or props/prop housings or seals, careless handling, cuts in power cable, removing factory electrical connectors, removing factory seal, misuse, abuse, disassembly of motor, draining power unit oil, icing in, excessive pond chemical treatments or failure to follow maintenance or operating instructions.

Unit Size	Initial Maintenance	Subsequent Maintenance	Maintenance Required
1/2HP	Within the first 36 months of operation	Every 24 months thereafter	Seal and oil replacement
1HP – 7.5HP	Within the first 36 months of operation	Every 24 months thereafter	Seal and oil replacement
10HP – 25HP	See owner’s manual	See owner’s manual	See owner’s manual

Modifications or repairs by an unauthorized repair facility or user will void the warranty.

For fountain units that are operated in brackish water, the fountains must be upgraded to 316 stainless steel options available. Operation in brackish water will reduce the stated warranty period by one year. For specific warranty duration periods, please visit: **<insert link here>**.

AT NO TIME SHALL A WARRANTY BE EXTENDED BEYOND ITS ORIGINAL END DATE.

During the warranty period, **AquaMaster®** will repair or, at our option, replace at no charge, all defective components provided the product is returned, shipping prepaid, to the **AquaMaster®** Product Service Department using the provided RMA. **ONLY** items listed on the RMA will be accepted. Any additional parts sent back to **AquaMaster®** will be subject to labor charges to disassemble, move, store, etc. the unit. After 30 days, the unit will be scrapped out.

All components for discontinued product lines are subject to substitution with an equivalent item or upgrade option at customer cost if limited warranty has expired on parts.

All warranty claims require prior Factory approval and authorization for return or service. Any and all warranty service work must be performed by **AquaMaster®** or approved Factory Trained Authorized Service Centers. Any type of service and repair performed within the warranty period by unauthorized personnel will void the warranty.

Before returning a unit to the factory for repair a **Return Materials Authorization Number (RMA)** must be obtained. You can receive an RMA number by calling the factory during normal business hours of 7:30 a.m. to 4:30 p.m. Central Standard Time at 1-800-693-3144 or 920-693-3121.

To issue an RMA, a preauthorized amount must be approved by the distributor at the time of request. The maintenance estimate for pre-approval amounts is BEFORE labor, shipping, and handling. As shipping and handling varies, distributors should incorporate these costs into their preapproval from the end user. With the preapproval, we can begin the process of evaluation and repairs once the equipment has been received.

The above preapproval process applies to equipment submitted for repairs. After evaluation by AMF technicians, if the repairs exceed the amount of the preapproval, an updated quote will be created and sent to the distributor.

For Pre-Authorization amounts please refer to the **AMF Policies** document. ([AMF-Policies.pdf](#))

For items submitted for warranty repairs, if after evaluation it is deemed to be a non-warranty issue, a repairs quote will be generated and supplied to the distributor. If there is not an approval for the repairs within 30 days, the unit will be shipped back to the distributor at the distributor's cost. No exceptions will be made to this policy.

If after inspection of a unit sent in for repair no problem is found, a standard evaluation fee will be charged for the inspection.

Landscape Lighting Limited Warranty

AquaMaster® Fountains warrants its landscape lighting products and components to the original purchaser to be free from defects in materials and workmanship for the applicable warranty period as specified below. The warranty period begins on the date the product is shipped from our factory. This warranty is non-transferable and applies only to the original purchaser of the product through our authorized distributor network. At no time shall the warranty obligation exceed the original cost of the lights. For specific warranty durations, please refer to **Warranty at a Glance**. ([Warranty - AquaMaster](#))

During the applicable warranty period, AquaMaster®, at its sole discretion, will repair or replace, free of charge, any product or component part found to be defective in material or workmanship under normal use and service. The product must be returned, shipping prepaid, to the AquaMaster® Product Service Department by the distributor with an authorized Return Materials Authorization (RMA) number and the product's serial number. ONLY items listed on the RMA will be accepted for repair or replacement. Any additional parts sent without an RMA will incur labor charges for handling, disassembly, and storage. After 30 days, unapproved or excess items will be scrapped.

If a product is discontinued, AquaMaster® reserves the right to replace the defective component with a substitute, or at customer's expense, an upgrade option, if the warranty has not expired.

This warranty does not apply to defects or damage resulting from improper installation, improper operation, damage caused by landscaping or snow removal equipment, lightning strikes, electrical power surges, use of herbicides or pesticides, damaged or improperly spliced cables, improper voltage or transformer size, careless handling, or misuse or abuse of the product. AquaMaster® reserves the right to use its sole discretion for any other acts of nature or misuse not explicitly stated here. Additionally, the warranty will be void if the product has been modified, altered, or repaired by unauthorized personnel. Failure to follow the product's installation, maintenance, or operating instructions will also void the warranty.

AquaMaster® uses the highest quality materials and processes to ensure the durability of our powder-coated finishes. However, fading or chalking of the finish may occur over time, particularly in coastal environments where salt exposure can accelerate this process. Such fading is considered normal wear and is not covered under this warranty.

Any modifications or repairs performed by an unauthorized facility or individual will void this warranty in its entirety. Warranty service must be performed by AquaMaster® or an authorized Factory Trained Service Center. Unauthorized service or repair will result in the warranty being null and void.

Before returning any product to AquaMaster® for warranty service, the distributor must obtain an RMA number by contacting the AquaMaster® Product Service Department during normal business hours at 1-800-693-3144 or 920-693-3121. Please provide the product's serial number along with proof of purchase when requesting an RMA. Products returned without an authorized RMA or without the serial number will not be accepted.

For items submitted for warranty repairs, if after evaluation it is deemed to be a non-warranty issue, a repair quote will be generated and supplied to the distributor. If the distributor does not approve the repairs within 30 days, the unit will be shipped back to the distributor at the distributor's cost. No exceptions will be made to this policy.

If a product is submitted for warranty service and deemed by AquaMaster® to have no defects or non-warranty issues, the distributor will receive a repair quote. If the quote is not approved within 30 days, the product will be returned at the distributor's expense. A standard evaluation fee will apply if no defects are found after inspection.

Warranty Overview, Applies to all Nigrelli Inc product lines.

To the extent permitted by law, any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited to the duration of the applicable express warranty period specified above. In no event shall AquaMaster® be liable for any special, incidental, or consequential damages, including, but not limited to, labor charges to repair or replace, lost profits, or other commercial loss arising out of the use or inability to use the product, whether based on breach of warranty, contract, tort, or any other legal theory.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

