



OUR PROMISE TO YOU

Symmons products are built to last, and we stand behind our customers by standing behind our products. Have a problem with anything we've made? Most issues can be resolved quickly with basic field service. Contact our expert Customer Service team, and we'll work with you to make things right.

LIMITED WARRANTY

The lawyers made us use the word "limited." Here's what that means in plain English:

Because water quality and environmental factors can vary greatly, and general wear and tear do happen, you need to maintain your Symmons product. Details on proper installation and required maintenance are outlined in the product's installation guide or can be obtained by calling us at 1-800-SYMMONS.

RESIDENTIAL: LIFETIME LIMITED WARRANTY

In residential settings, we provide a lifetime limited warranty against manufacturing defects in materials and workmanship. Once we have assessed the situation, we'll send you either a replacement part or a new product.

NON-RESIDENTIAL OR COMMERCIAL: 10-YEAR LIMITED WARRANTY

In non-residential or commercial settings, we provide a 10-year limited warranty against manufacturing defects in materials and workmanship. Once we have assessed the situation, we'll send you either a replacement part or a new product.

For all Temptrol® valves, you can immediately renew this warranty by maintaining your valve with a genuine Symmons replacement TA-10 spindle and TA-4 seat kit.

So, what's not covered: batteries, labor, any damage caused by: acts of God, abuse, misuse, normal wear and tear, accidents, negligence, use of solvents or abrasive chemicals, damage caused by installation, use of repair/maintenance parts made by anyone other than Symmons, or any indirect, incidental or consequential damages. Also, we don't cover things like alien attacks, but you'll have other things to worry about if that happens.

Should you have a warranty claim, please contact our customer service team, either by email (gethelp@symmons.com) or by phone (1-800-SYMMONS). Please note that our normal business hours are weekdays 7:30 AM to 6:00 PM Eastern Standard Time.

A few final words from the lawyers...

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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

Except provided by law, this warranty is in lieu of and excluded all other warranties, conditions and guarantees, whether expressed or otherwise, including without restriction those of merchantability or of fitness for a particular purpose.

ONE MORE THING

We strongly recommend using a licensed plumber for all installations and maintenance. Be sure to adhere to local and state plumbing codes. Be safe. Know your limits.

This warranty is effective August 2, 2021.