

# Warranty Manual

## In Relation to PL-POWER Products Sold

This warranty is issued by **PL-POWER FLUID CONTROL (SHANGHAI) CO.,LTD.** (hereinafter referred to as "PL-POWER"), whose business address is No.278, Linsheng Road, Tinglin Town, Jinshan District, Shanghai, China. For consumers who purchase valves from suppliers of genuine PL-POWER products (for the purpose of installation) and use and install the products in accordance with the specified requirements, PL-POWER warrants that the products shall be free from defects in materials and workmanship within the applicable Warranty Period, subject to the conditions specified in this statement.

This Warranty shall take effect for installations completed on or after the date of issuance of this manual and applies to all installations of PL-POWER products.

## What Does This Warranty Cover?

PL-POWER's warranty covers defects in materials and workmanship of genuine PL-POWER valves that occur within the applicable Warranty Period, provided that the products are used and installed in strict accordance with this warranty's conditions, relevant installation guidelines, technical specifications, and applicable codes and standards.

This warranty does **not** cover the following circumstances:

- (a) Evidence of tampering, mishandling, neglect, abuse, accidental damage, freeze damage (it is explicitly understood that product failure caused by freezing of fluids in valves does not constitute a defect in materials or workmanship and is not covered by this warranty), or unauthorized modifications/repairs that damage the warranted products;
- (b) Exposure to harmful, unauthorized, or unanticipated chemicals/substances, or unanticipated levels/concentrations of chemicals, or corrosive water conditions;
- (c) Exposure to ultraviolet light;
- (d) Faulty installation, including failure to follow proper burial instructions (if applicable);
- (e) Damage caused by abnormal operating conditions, including exposure to pressures or temperatures exceeding the specified operating range (as indicated on the product, packaging, installation instructions, or PL-POWER's official website);
- (f) Failure to properly test and pass common testing methods (including pressure testing) after installation and before the product or system is put into service;
- (g) Components not manufactured or sold by PL-POWER;
- (h) Acts of nature such as earthquakes, fires, floods, lightning, typhoons, tsunamis, or other force majeure events.

## What Are the Conditions of This Warranty?

To be eligible for warranty coverage, the following conditions must be met:

1. All products must be installed in accordance with all applicable local, national, or international codes, good plumbing practices, and any requirements specified by PL-POWER. The products shall be used in potable water or radiant heating applications, unless non-potable water service is explicitly permitted in the relevant product literature.
2. The installer must use construction techniques compliant with applicable codes to install the product and use the product within the design parameters specified in PL-POWER's installation guidelines and technical notes for the corresponding system. Failure to install PL-POWER products in accordance with the manufacturer's installation instructions will void all applicable warranties.
3. Products must be used at all times in a manner consistent with their intended use and installed in environments that meet their material and design specifications. They shall not be installed in systems that operate at temperatures or pressures exceeding the approved ratings (which can be found on the product, packaging, installation instructions, or PL-POWER's official website: <https://www.pl-power.com>).
4. Additional product-specific warranty conditions and adjustments to the Warranty Period (if any) shall be subject to the supplementary documents provided with the specific product or the latest information on PL-POWER's official website.
5. Without limiting the foregoing, PL-POWER shall not be liable for product failure or resulting damage caused by the circumstances listed in the "What Does This Warranty Not Cover?" section, and the consumer shall not be entitled to reimbursement in such cases.

## How Do You Make a Warranty Claim?

To be entitled to make a claim under this Warranty, you must comply with the following procedures:

1. **Timely Return:** Within thirty (30) days after discovering the alleged failure or defect (which must occur within the applicable Warranty Period), you must return the defective product to PL-POWER for inspection and testing. The product shall be sent to PL-POWER's business address (No.278, Linsheng Road, Tinglin Town, Jinshan District, Shanghai, China) or the original place of purchase, with shipping charges prepaid.
2. **Alternative Return Arrangement:** If returning the product to the above addresses is impractical, you must contact PL-POWER's Customer Service Line in advance to obtain an

alternative return location. The contact information for Customer Service is as follows: +0086 21-33697358; E-mail: sales@pl-power.com.

3. **Required Documentation:** When returning the product, you must include the following information/documents:
  - Model number of the product (if available);
  - Original date of purchase;
  - Valid proof of purchase (e.g., invoice, receipt with product details and purchase date);
  - Detailed description of the alleged product failure or defect (including the time, location, and circumstances of the defect).
1. **Rejection of Unpaid Shipments:** Products returned without prepaid shipping charges will be refused by PL-POWER.
2. **Proof of Purchase Requirement:** Valid proof of purchase is required to confirm the start and validity of the Warranty Period. If proof of purchase is unavailable, PL-POWER will assess the warranty claim based on the specific circumstances. At its sole discretion, PL-POWER may deem the Warranty Period to start three (3) months after the product's manufacture date (or another date approved by PL-POWER), but this start date shall not be earlier than three (3) months after the manufacture date. If the manufacture date is not visible on the product, PL-POWER may determine the start of the Warranty Period using available evidence (e.g., product material testing results).

## What Will PL-POWER Do?

1. **Inspection and Remedy:** After inspecting the returned product, if PL-POWER confirms that the product failure is due to defects in materials or workmanship and occurs within the applicable Warranty Period, PL-POWER will, at its sole option, repair or replace the defective product free of charge. Such repair or replacement will be conducted during PL-POWER's normal working hours and at a business location designated by PL-POWER.
2. **Limitations on Reimbursement:** Except as explicitly specified above or otherwise authorized in writing by PL-POWER, PL-POWER shall not be liable for any costs or expenses related to:
  - Transportation, relocation, or labor for removing and/or returning failed/defective products;
  - Labor or other costs for installing replacement products;
  - Other repairs or work not directly related to the defects covered by this Warranty.

## Exclusions of Liability

PL-POWER shall not be liable for any incidental, indirect, contingent, special, or consequential damages, including but not limited to:

- Economic losses (e.g., loss of business income);
- Lost profits;
- Costs of repairing or replacing other property damaged due to the failure of the warranted product;
- Other costs arising from labor charges, project delays, vandalism, negligence, blockages caused by foreign materials, damage from adverse water conditions, adverse chemical environments, or any other circumstances beyond PL-POWER's control.

This limitation of liability applies even if PL-POWER could have foreseen such damages or has been notified of the possibility of such damages.

## Invalidation and Transfer Restrictions

1. **Warranty Invalidation:** This Warranty shall be invalidated if the product is abused, misused, misapplied, or improperly installed (in violation of PL-POWER's installation instructions or applicable codes).
2. **No Warranty for Installer Workmanship:** PL-POWER does not guarantee or warrant the quality of workmanship of any contractor or installer who installs PL-POWER products.

## Rights Under Applicable Laws

1. PL-POWER's products come with guarantees that cannot be excluded under the applicable consumer protection laws of the country/region where the product is purchased and used. Consumers are entitled to:
  - A replacement or refund if the product has a major failure;
  - Compensation for any reasonably foreseeable loss or damage caused by the major failure;
  - Repair or replacement of the product if it fails to meet acceptable quality standards and the failure does not constitute a major failure.
2. The benefits provided to consumers under this Warranty are in addition to other rights and remedies that consumers are entitled to under the applicable laws (e.g., consumer protection laws, product liability laws) governing the purchase and use of the products. This Warranty does not exclude or limit any statutory rights of consumers that cannot be lawfully excluded or limited.

## How Long Does the Warranty Coverage Last?

The Warranty Period for PL-POWER products is specified in the table below. The Warranty Period commences from the date of purchase of the product (verified by valid proof of purchase).

<b>Specific Component</b>	<b>Warranty Period</b>
Valve Body	Ten (10) Years
Valve Bonnet	Ten (10) Years
Valve Disc	Ten (10) Years
Plug	Ten (10) Years
Sealing Ring Pressure Plate	Ten (10) Years
Air Vent Valve	Ten (10) Years
Sealing Ring Pressure Plate	Ten (10) Years
Diaphragm	One (1) Year and Replacement-only
Sealing Ring	One (1) Year and Replacement-only
Valve Stem	One (1) Year and Replacement-only
Spring	One (1) Year and Replacement-only
Screw/Nuts	One (1) Year and Replacement-only
Washer	One (1) Year and Replacement-only
Spring Washer	One (1) Year and Replacement-only

\* Ten (10) Years Warranty consists of Seven (7) Product Replacement-only Warranty.