MRC | Aquatic Life Support

MRC Limited Warranty

MRC warrants this product to the original purchaser against defects in material and workmanship that occurs during normal use for a period of twelve (12) months. MRC will, at MRC's option, either repair or replace the defective item without charge. Warranty is non-transferable.

Products Covered by Warranty

All MRC equipment listed below are covered by warranty from the date of purchase to the original purchaser.

- Protein Skimmers
- Fluidized Media Reactors
- Calcium Reactors
- Nilsen Reactors
- Filtration Sumps
- Waste Collectors
- Custom products unless otherwise expressly stated

Exclusions

MRC reserves the right to warranty products based on inspection. Warranty shall be deemed null and void for the following reasons:

- Damage resulting from accident, misuse, neglect/lack of reasonable care, subjecting the product to abnormal working conditions or any other failure not resulting from defects in materials or workmanship.
- Damage caused by tampering, alteration, modification or attempted repair by anyone other than MRC.
- Damage caused by incorrect use or installation.
- Damage to pump caused by running the pump dry, water damage, power surge, incorrect circuitry, heat damage or lack of adequate ventilation.
- Use of non-MRC parts.
- Product is not purchased through an authorized MRC dealer.

Deliver, mail or ship the product, together with a copy of the purchase receipt, warranty registration, note outlining issue and RMA number to:

MRC
135 Stanley Ct.
Ste 105
Lawrenceville, GA 30046

You must pay any postage, shipping charges, insurance costs, and other expenses to return the product to MRC. Product must be packaged using bubble wrap and packing peanuts in an adequately sized and quality box and/or pallet. If the necessary repairs are covered by the warranty, MRC will pay the return shipping charges via ground shipping to the lower 48 states (international shipping not covered under warranty); expedited shipping available at an additional cost.

MRC is not liable for any incidental and consequential damages. The total liability under this warranty will be repair or replacement of the defective item. This warranty is MRC's sole warranty and sets forth the customer's exclusive remedy, with respect to defective products; all other warranties, express or implied, whether of merchantability, fitness for purpose, or otherwise are expressly disclaimed by MRC.

MRC reserves the right to change the warranty terms. Please refer to www.mrcamerica.com for updated warranty terms and stipulations.

MRC | Aquatic Life Support

Warnings:

- Do not use any product that contains ammonia, alcohol, or abrasives such as Windex, Comet, Ajax, Lysol, Vinegar, or other commercial cleaners when cleaning the acrylic surface of your MRC product, this will cause "Crazing". Only use mild soap and water. MRC Does not warrant against "Crazing" or spider cracks – these are caused by incorrect implementation and/or maintenance.
- Protect your equipment from chemical fumes, including paint, varnish, etc. Use of such cleaners, or exposure to chemical fumes, will cause the acrylic to gradually lose its clarity. In addition, do not use coarse sponges or pads to clean the product. A soft cloth and water or a polish made specifically for acrylic should be used for cleaning.
- Failure to follow these recommendations could cause damage to the product which will not be covered by this warranty.

RMA procedure

Prior to returning product to MRC, you must obtain an RMA number by emailing us at support@mrcamerica.com. Please provide a complete description of the problems that you're experiencing with your product. Email photos as they pertain to the issue you're experiencing. Returns without a valid RMA number will not be entertained.

Warranty Registration

This warranty is non-transferable and is only available to the original purchaser who has completed this product registration form, mailed it to MRC within 10 days of purchase with a copy of the original purchase receipt, has maintained a copy of the original receipt and can offer the receipt as proof of purchase upon demand.

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone number: _____ Email: _____

Date of purchase: _____ Place of purchase: _____

Model: _____