

AQUA AERO LIMITED WARRANTY

General

This warranty is valid for a period of up to ten (10) years from the date the coating is applied, covering both coil coatings and cabinet/component coatings. Remedy for Warranty Claims:

If a valid warranty claim arises, the exclusive remedy—at the discretion of the certified applicator—is limited to one of the following:

- (On-site) repair of the defective coating, or
- Reapplication of the coating to a replacement coil and/or cabinet/component.

Definition of Coating Failure: Warranty coverage applies if more than 5% of the Aqua Aero (AA) protective coating has detached due to verifiable material defects or application errors, resulting in corrosion of the coated surface.

Disclaimer of Damages:

Under no circumstances shall the applicator be held liable for any consequential or incidental damages arising from coating failure, including but not limited to a lack of maintenance. This warranty does **not** cover claims related to coating thickness, surface coverage, or other product specifications.

Mid-Tier protection may be selected for installation sites more than 300 meters from the sea, industrial areas and urban areas.

High-Tier protection must be selected for installation sites less than 300 meters from the sea, industrial areas, urban areas, fuel combustion areas, beach fronts, off-shore, airports, refineries, wastewater treatments, chemical processing plants, food processing plants, deserts, power plants, desalination plants and comparable exposure conditions.

Limitations

This Warranty will NOT cover the cost of:

1. A replacement coil and/or cabinet/component;
2. The labor to remove or replace a coil and/or cabinet/component;
3. Freight of the replacement coil and/or cabinet/component to the job site;
4. Refrigerant loss and recovery or;
5. Any other incidental expense related to the failure.

The applicator shall accept no liability or responsibility for damages should the coils and / or the coating be used for an unspecified purpose, misused, tampered with or combined with foreign elements, damaged by mishandling, abuse, improper storage or used in any manner other than originally intended. Without limiting the general scope of the warranty, the following specific items are **excluded** from warranty coverage:

1. **Internal Corrosion:**
 - Damage resulting from internal sources such as formicary corrosion, or the presence of corrosive liquids or gases within the system.
2. **Improper Cleaning:**
 - Damage caused by the use of inappropriate cleaning methods, including but not limited to:
 - Wire brushes
 - Unauthorized chemicals
 - Coil cleaners containing glycol
 - Abrasive tools or substances
3. **External Damage and Force Majeure:**
 - Damage due to accidental or intentional actions, or natural events (e.g., storms, flooding), that compromise the protective coating's integrity.
4. **Adiabatic and Evaporative Cooling Conditions:**
 - Warranty coverage for coils operating in adiabatic or evaporative cooling environments applies **only** if the following conditions are met:
 - Disclosure of such application at the time of quotation
 - Annual maintenance by a **licensed Aqua Aero applicator***
 - Use of clean water for adiabatic operation
 - Bi- Monthly cleaning of coils, performed according to Aqua Aero maintenance instructions



**100%
green
footprint**



**100%
water
based**



**100%
pure
quality**

5. **Refrigeration for Food Processing or Storage:**
 - Air coolers and evaporator coils used in the refrigeration of production processes or food storage must be coated with **High-Tier application** only.
 - Cleaning and disinfection must be conducted at the prescribed Aqua Aero maintenance frequency using **approved methods and chemicals** only*.
6. **Extreme Temperature and Defrost Conditions:**
 - Approval is required for applications involving:
 - Defrost cycles.
 - Heat pump temperature cycling.
 - Temperatures **below -40°C/104°F** or **above 120°C / 250°F**
 - Warranty coverage is **only valid with prior written approval** from Aqua Aero.
7. **Precoated Substrates:**
 - Adhesion tests must be performed prior to full application on any precoated substrates to confirm compatibility.

This warranty is only valid for Aqua Aero Operations BV, and for Aqua Aero licensed applicators in case confirmed in writing.

Conditions

This Warranty is valid only under and with the following conditions:

1. The coil is constructed of aluminum or copper fins over copper or aluminum tubing (Round Tube Plate Fin or MicroChannel construction).
2. The exposure conditions of the coil and/or cabinet/component have at no time exceeded the limitations set forth in [the resistance list](#).
3. Inspection/maintenance requirements are performed in accordance with AA instructions.
4. Notice of any failure of the coating must be presented, in writing, to AA within seven days after the defect is discovered, including pictures of the failure. Immediately after submitting such notice, free access shall be given to AA or its appointed representative for the purpose of inspection, repair and/or sampling of fin material and/or air sampling. If notice is not given within such seven (7) days period, any claim for breach of this Warranty shall be conclusively deemed to have been waived, and AA shall have NO LIABILITY under this Warranty.
5. In the event of a coil coating failure and an ensuing dispute as to the cause of said failure, an electron-microscopic test of a sample of the damaged coil will be employed to resolve said dispute. AA will appoint an independent EDX mapping laboratory to be used for this test and the results of the EDX analyses will be binding.
6. Any service performed under this Warranty shall not serve to extend the Warranty.
7. Coils damaged in transit, after the coating is initially applied, or during installation must be brought to the immediate attention of AA. At such time the coating may be repaired by a do-it-yourself repair kit, to be paid by customer. Failure to repair the damaged coil will result in the Warranty being voided.

THE ABOVE LIMITED WARRANTY TERMS SHALL BE IN LIEU OF ANY AND ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE, AND ALL SUCH OTHER WARRANTIES ARE EXPRESSLY DISCLAIMED AND DENIED. IN NO EVENT SHALL AQUA AERO BE LIABLE TO YOU OR YOUR CUSTOMERS FOR ANY INCIDENTAL SPECIAL OR CONSEQUENTIAL DAMAGES, LOSS OF ANTICIPATED PROFITS OR OTHER ECONOMIC LOSS ARISING FOR ANY REASON WHATSOEVER. THIS WARRANTY SHALL ACCRUE ONLY TO YOUR BENEFIT AND SHALL NOT BE TRANSFERABLE IN ANY WAY.



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Inspection and Maintenance Requirements

The following inspection and maintenance procedures are required as part of the terms and conditions of the Warranty. Any defects, damage or corrosion found during inspections should be immediately reported to the Applicator.

1. Immediately after the unit is installed, the coated coil and/or cabinet/component should be inspected for damage incurred in shipping or handling.
2. The coil should be inspected and cleaned monthly (High-Tier) or quarterly (Mid-Tier) with pH neutral hot water to ensure maximum efficiency of the coil and the coating. The frequency requirement of the cleaning process will vary depending on the conditions present at the installation site. At a minimum, the AA applicator requires in-service coils to be inspected every three months, commencing immediately after installation. The applicator will inform you of the inspection and maintenance frequency for your installation.
3. Using a low-pressure spray device (<4 bar – 55 psi), the coil should be rinsed with clean fresh water, washed with a solution of non-acidic coil cleaner or a mild detergent with similar properties and water and rinsed thoroughly with clean fresh water. AA recommends this be done for the life of the unit as it not only will enhance the corrosion resistance capability of the coil, but also maintain and improve the operating efficiency of the unit. After each wash, the coil should be inspected for damage, onset of corrosion or deterioration of the coating. Any damage can be repaired with the Aqua Aero aerosol repair kit, in case minor touch up is required.
4. 10 Years warranty can be validated only, when the coating is maintained by a licensed Aqua Aero applicator* every year (High-Tier), or every other year (Mid-Tier) by an authorized Aqua Aero license holder to be ordered through:

*Licensed Applicators for maintaining warranty at site available globally, please contact:

North America	Protecall: 310 Montdale Rd, Blakely PA 18447, USA: Tel +1 888 345 8378 / info@protecall.com
Latin America	Aqua Aero America: 8008 NW 68 ST, Miami FL 33166, USA: Tel +1 904 707 6019 / jose@aquaaero.net
Europe / Asia	Aqua Aero Operations: Korte Elisabethstraat 21, 3511JG Utrecht, Netherlands: Tel +3130 237 40 74 / info@aquaaero.net
Middle East	Serck Services: P.O. Box 5834 Sharjah, United Arab Emirates: Tel +971 65 582 607 / info@serckgulf.com
Africa	Bluchem: 7 Dipka Rd, Stikland Industrial, Cape Town, South Africa: Tel +27 21 945 2244 / info@bluchem.co.za
Oceania	Hexco Group Pty Ltd, PO Box 272, Acacia Ridge QLD 4110 Tel +61 456 656 923 / brett@hexcogroup.com.au

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