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The warranty conditions are locally provided by WALKALINE SOLUTIONS INDIA PVT LTD (“WALKALINE”) and do not apply to appliances acquired outside of India. In countries where WALKALINE do not operate and sell products it may be the case that warranties cannot be issued.

Subject to the terms and conditions set forth in this limited warranty, WALKALINE SOLUTIONS INDIA PVT LIMITED. (“WALKALINE”) hereby warrants to the original purchaser (the “Owner”) that each Tankless Instant Water Heater (the “Heater”) shall not

1. leak due to defects in the Manufacturer’s materials or workmanship for a period of Five (5) years from the date of purchase or
2. fail due to defects in the Manufacturer’s materials or workmanship for a period of One (1) years from the date of purchase.

As Owner’s sole and exclusive remedy for breach of the above warranty,

WALKALINE shall, at the Manufacturer’s discretion, send replacement parts for local repair; retrieve the unit for repair, or replace the defective Heater with a replacement unit with comparable operating features. WALKALINE’s maximum liability under all circumstances shall be limited to the Owner’s purchase price for the Heater.

This limited warranty shall be the exclusive warranty made by the WALKALINE and is made in lieu of all other warranties, express or implied, whether written or oral, including, but not limited to warranties of merchantability and fitness for a particular purpose. WALKALINE shall not be liable for incidental, consequential or contingent damages or expenses arising directly or indirectly from any defect in the Heater or the use of the Heater.

WALKALINE shall not be liable for any damage to property of Owner arising, directly or indirectly, from any defect in the Heater or the use of the Heater. WALKALINE alone is authorized to make all warranties related to the products sold by WALKALINE in India on Manufacturer’s behalf and no statement, warranty or guarantee made by any other party shall be binding on WALKALINE.

WALKALINE shall not be liable for any damage whatsoever relating to or caused by:

1. any misuse or neglect of the Heater, any accident to the Heater, any alteration of the Heater, or any other unintended use;
2. acts of God and circumstances over which WALKALINE has no control;
3. installation of the Heater other than as directed by WALKALINE and other than in accordance with applicable building codes;
4. failure to maintain the Heater or to operate the Heater in accordance with the WALKALINE and Manufacturer specifications as state on Walkaline Support Center
5. operation of the Heater under fluctuating water pressure or in the event the Heater is supplied with non-potable water, for any duration;
6. improper installation and/or improper materials used by any installer and not relating to defects in parts or workmanship of WALKALINE;

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**WALKALINE SOLUTIONS INDIA PVT LTD**

Support Email: [support@walkaline.biz](mailto:support@walkaline.biz) | Support Contact: +91 83748 75858 | Website: <https://www.walkaline.in>



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7. moving the Heater from its original place of installation;
  8. exposure to freezing conditions;
  9. water quality issues such as corrosive water, hard water, scaling, and water contaminated with pollutants or additives;

Should owner wish to return the Heater to WALKALINE for repair or replacement under this warranty, Owner must first secure written authorization from WALKALINE. Owner shall demonstrate proof of purchase, including a purchase date, and shall be responsible for all removal and transportation costs. If Owner cannot demonstrate a purchase date this warranty shall be limited to the period beginning from the date of manufacture stamped on the Heater. WALKALINE reserves the right to deny warranty coverage upon WALKALINE's examination of Heater. This warranty is restricted to the Owner and cannot be assigned.

Some States and Provinces do not allow the exclusion or limitation of certain warranties. In such cases, the limitations set forth herein may not apply to the Owner. In such cases this warranty shall be limited to the shortest period and lowest damage amounts allowed by law. This warranty gives you specific legal rights and you may also have other rights which vary from State to State or Province to Province.

Owner shall be responsible for all labor and other charges incurred in the removal or repair of the Heater in the field. Please also note that the Heater must be installed in such a manner that if any leak does occur, the flow of water from any leak will not damage the area in which it is installed.

**RECOMMENDATION:**

1. We recommend water softener or descaling filter to be used to remove impurities, hard water, and scaling

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If you are not able to resolve a problem please contact / whatsapp us at +91 83748 75858 or email us at [support@walkaline.biz](mailto:support@walkaline.biz) before removing the unit from the wall. Walkaline will be happy to provide technical assistance. In most instances, we can resolve the problem over the phone.

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