

Limited Warranty

SharkBite™, Cash Acme™, HoldRite™, John Guest™, Eastman™, EZ-Flo™ Products

What does this warranty cover?

Subject to conditions outlined in this statement, RWC (in the USA, Reliance Worldwide Corporation and in Canada, Reliance Worldwide Corporation (Canada) Inc.) warrants to owners of real property in the United States and Canada that SharkBite, Cash Acme, HoldRite, John Guest, Eastman and EZ-Flo products, when used and installed in accordance with the requirements set forth, shall be free from defects in material and workmanship for the applicable Warranty Period. This Limited Warranty is in effect for installations made after January 1, 2018 and is applicable to products installed in the country in which they were purchased.

Proof of purchase is required to validate the Warranty Period. If proof of purchase is not available, the Warranty Period commencement shall default to the date of manufacture for each product. If the product suspected of a defect does not have a clear date of manufacture on it, a proof of purchase will be required.

What are the conditions of this warranty?

1. All products must be installed in accordance with all then applicable building, mechanical, plumbing, electrical or other applicable code requirements, good plumbing practice, in accordance with any local, state, provincial or federal requirements, and installed in a potable water or radiant heating application unless a non-potable water service is specifically allowed for in the pertinent product literature.
2. The installer must use construction techniques compliant with then applicable codes to install the product and use the product within the design parameters specified in any installation guidelines and technical notes for the applicable system. This shall include field pressure testing prior to concealing with concrete or by other means and wrapping any brass fitting when buried. Failure to install RWC products according to manufacturer's installation instructions will void all applicable warranties and may result in severe water damage.
3. Products must at all times be used in a manner consistent with their intended use and be used in installations and environments acceptable to their material and design specifications, including not being installed in a system that may operate at temperatures or at pressures that exceed the approved ratings which can be found on the product specification, packaging or installation instructions.
4. Additional product specific conditions of this Limited Warranty and the Warranty Period are documented in the section entitled "HOW LONG DOES THE LIMITED WARRANTY COVERAGE LAST AND WHAT OTHER SPECIFIC CONDITIONS EXIST FOR EACH PRODUCT?".
5. Without limiting the foregoing, this Limited Warranty does not apply and you do not have a right of reimbursement if the product failure or resulting damage is caused by: (a) tampering, mishandling, neglect, abuse, accidental damage, freeze damage (it is expressly understood that failure as a result of any freezing fluids within the pipes does not constitute a defect in material or workmanship and shall not be covered by this warranty) or unauthorized modifications or repairs that cause damage to warranted products; (b) exposure to harmful, unauthorized, or unanticipated chemicals or substances or corrosive water conditions; (c) exposure to ultraviolet light; (d) improper installation including failure to follow proper burial instructions; (e) damage from abnormal operating conditions including exposure pressures and temperatures beyond the specified operating range; (f) failure to properly test and pass common testing methods (including pressure testing) after the installation and before the product or system is put in service; (g) components not manufactured or sold by RWC; or (h) acts of nature such as earthquakes, fire, flood or lightning.
6. Although RWC provides a plumbing system to facilitate a complete installation, other manufacturers pipe and/or fittings may be installed in any given installation provided manufacturing of the pipe and/or fittings demonstrates compliance with the applicable ASTM/CSA standards, and the product has been certified by a recognized third-party testing agency. The RWC product in the given installation will continue to be covered under this Limited Warranty although limits on Warranty Period may apply. RWC will be responsible only for proven defects in material or workmanship in RWC products. Problems in products manufactured by another company should be reported to that manufacturer.

How do you get service?

In order to be eligible for service under this Limited Warranty you must return the product to RWC for inspection and testing within thirty (30) days after detection of alleged failure occurring within applicable Warranty Period (with shipping charges prepaid) to the original place of purchase. If the alleged involves a connection or joint with a RWC product, the fitting must be returned with a section of the pipe still inserted. You must include the model number of the product (if available), the original date of purchase, proof of purchase and the nature of the alleged product failure. Products returned without shipping charges prepaid will be refused. For questions or inquiries, in the U.S.A. call 1(877)700-4242 and in Canada 1(888)820-0120.

What will RWC do?

If, after inspection, we find that a product covered by this Limited Warranty has failed due to a defect in material or workmanship during the specified Warranty Period, we will repair or replace, at our sole option, free of charge, the RWC product during normal working hours and through a place of business as determined by RWC.

Notwithstanding anything to the contrary in this Limited Warranty, if RWC determines that any damages to the real property in which an RWC product was installed were the direct result of a leak or failure caused by material or workmanship in any RWC product covered by this Limited Warranty and occurring within the first ten years after date of purchase or project commencement date, whichever is shorter, and if reasonable steps were taken to promptly limit or stop the effects of such leak or failure as soon as it was discovered, then RWC will reimburse the property owner for the reasonable costs of repairing or replacing such damaged real property to include flooring, drywall and painting and other real property damaged by the leak directly caused by the RWC product when the RWC product was installed by a licensed professional plumbing contractor. Except as specified above or otherwise specifically authorized in writing by RWC, RWC shall not pay for any costs or expenses for transportation, relocation, labor, repairs or any other work associated with removing and/or returning failed or defective products or installing replacement products.

The project completion date is defined as the date when the building or facility wherein applicable RWC products are installed receives the final certificate of occupancy from the controlling government agency. The term for the products listed in the table below will be in effect for the number of years shown in the Limited Warranty Period column.

This shall constitute the sole and exclusive remedy for any defective product.

What does this limited warranty not cover?

RWC shall not be responsible for any other incidental, indirect, contingent, special or consequential damages, including without limitation, economic loss, lost profits or the cost of repairing or replacing other property which is damaged if these warranted products do not work properly, other costs resulting from labor charges, delays, vandalism, negligence, fouling caused by foreign material, damage from adverse water conditions, adverse chemical environments, or any other circumstances over which RWC has no control. This limitation applies even if RWC could have foreseen or has been advised of the possibility of these damages. This Limited Warranty shall be invalidated by any abuse, misuse, misapplication or improper installation of the product. Any remaining warranty coverage may not be assigned or transferred after the period ending ten years following the installation. RWC does not guarantee or in any way warrant the integrity or workmanship of the contractor/installer.

Miscellaneous

Some States/Provinces do not allow limitations on how long an implied warranty lasts, and some States/Provinces do not allow the exclusion or limitation of incidental or consequential damages. Therefore, the above limitations may not apply to you. This Limited Warranty gives you specific legal rights, and you may have other rights that vary from State/Province to State/Province. You should consult applicable State/Provincial laws to determine your rights.

SO FAR AS IS CONSISTENT WITH APPLICABLE STATE/PROVINCIAL/FEDERAL LAW, THE EXPRESS WARRANTY SET FORTH HEREIN IS THE ONLY WARRANTY GIVEN BY RWC WITH RESPECT TO THE SHARKBITE® AND CASH ACME® PRODUCTS AND RWC MAKES NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, AND HEREBY SPECIFICALLY DISCLAIMS ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

This Limited Warranty and any claims arising from breach of contract, breach of warranty, tort, or any other claim arising from sale or use of RWC's products shall be governed and construed under the laws of the State of Georgia. No action on the part of RWC under this Limited Warranty shall be construed as an admission of liability of that the product is not fit for its intended use.

How long does the limited warranty coverage last and what other specific conditions exist for each product?

Classification	Product Category	Limited Warranty Period	Conditions
SharkBite Connection Systems	SharkBite Brass and Poly Expansion Fittings in conjunction with SharkBite PEX-a Pipe and SharkBite Reinforcing Rings	Twenty-Five (25) Years	Must be used with <ul style="list-style-type: none"> SharkBite PEX-a Pipe - ASTM F876/CSA B1375 SharkBite Reinforcing Rings – ASTM F1960
	SharkBite Brass and Poly PEX Barb Fittings in conjunction with SharkBite PEX Pipe and SharkBite Rings/Clamps	Twenty-Five (25) Years	Must be used with <ul style="list-style-type: none"> SharkBite PEX Pipe - ASTM F876/CSA B1375 SharkBite Copper Crimp Rings – ASTM F1807 or F2159 SharkBite Stainless Steel Clamp Rings – ASTM
	SharkBite EvoPEX Fittings in conjunction with SharkBite PEX Pipe	Twenty-Five (25) Years	Must be used with SharkBite PEX Pipe - ASTM F876/CSA B1375
	SharkBite Brass Push-To-Connect Fittings in conjunction with SharkBite PEX Pipe	Twenty-Five (25) Years	Must be used with SharkBite PEX Pipe - ASTM F876/CSA B1375
SharkBite, Cash Acme, HoldRite, and John Guest Products	SharkBite Brass Push-To-Connect Fittings in Application with Copper, PEX and CPVC	Twenty-Five (25) Years	Must be used with: <ul style="list-style-type: none"> Copper–ASTM B 88 hard drawn copper tube K, L, and M PEX–ASTM F876/CSA B1375 CPVC–ASTM D2846 or CSA B1376
	SharkBite ProLock Fittings in conjunction with SharkBite PEX Pipe	Twenty-Five (25) Years	Must be used with: <ul style="list-style-type: none"> Copper–ASTM B 88 hard drawn copper tube K, L, and M PEX–ASTM F876/CSA B1375 CPVC–ASTM D2846 or CSA B1376
	SharkBite PEX Pipe	Twenty-Five (25) Years	When used with Fitting and Clamps/Rings that conform to ASSE 1061, ASTM F1807, ASTM F2098, and/or ASTM F2159 Fittings
	John Guest Black ProLock CTS Fittings	Twenty-Five (25) Years	Must be used with: <ul style="list-style-type: none"> PE-RT - ASTM F2769 Copper–ASTM B 88 hard drawn copper tube K, L, and M PEX–ASTM F876/CSA B1375 CPVC–ASTM D2846 or CSA B1376
	John Guest Speedfit Twist & Lock CTS Fittings	Twenty-Five (25) Years	Must be used with: <ul style="list-style-type: none"> Copper–ASTM B 88 hard drawn copper tube K, L, and M PEX–ASTM F876/CSA B1375 CPVC–ASTM D2846 or CSA B1376
	SharkBite Home Run Manifolds	Ten (10) Years	Must be installed per installation instructions
	SharkBite Brass Push-To-Connect Fittings in Application with HDPE	Five (5) Years	Must be used with HDPE SDR-9 ASTM D2737
	SharkBite Poly Expansion Fittings	Five (5) Years	When used with Non-SharkBite PEX-a Pipe that conform to ASTM F876 CSA B1375, and Reinforcing Rings ASTM F1960
	SharkBite Brass Expansion Fittings	Five (5) Years	When used with Non-SharkBite PEX-a Pipe that conform to ASTM F876 CSA B1375, and Reinforcing Rings ASTM F1960
	SharkBite Poly PEX Barb Fittings	Five (5) Years	When used with Non-SharkBite PEX Pipe that conform to ASTM F876 CSA B1375, PE-RT that conform ASTM F2769, and Clamp/Rings ASTM F2159
	SharkBite Brass PEX Barb Fittings/ Copper Manifold	Five (5) Years	When used with Non-SharkBite PEX Pipe that conform to ASTM F876/CSA B1375, that conform ASTM F2769 and Clamp/Rings – ASTM F1807
	SharkBite EvoPEX Fittings	Five (5) Years	When used on Non-SharkBite PEX Pipe that conform to ASTM F876/CSA B1375
	SharkBite and Cash Acme Thermostatic Mixing Valves	Five (5) Years	Must be installed per installation instructions
	SharkBite Accessories (Ball Valves, Supply Hoses, Supply Stops, Supply Valve Box Systems, Kits, Copper Manifolds, etc.)	Two (2) Years	Must installed per installation instructions with the pipes below: <ul style="list-style-type: none"> Copper–ASTM B 88 hard drawn copper tube K, L, and M PEX–ASTM F876/CSA B1375 CPVC–ASTM D2846 or CSA B1376
	Other SharkBite and Cash Acme Valves	Two (2) Years	Must be installed per installation instructions
	HoldRite Outlet Boxes	Two (2) Years	Must be installed per installation instructions
	HoldRite HydroFlame Pro	Two (2) Years	Must be installed per installation instructions
	SharkBite Tools	One (1) Years	From date of purchase
	John Guest Fluid System OD Fittings	One (1) Years	Must be used with Polyethylene, Nylon, PEX, or Soft Copper (must be round and in good condition)
	John Guest LLDPE Tubing	One (1) Years	Must be installed per installation instructions
	SharkBite Quick-Connect POM Plastic Fittings	One (1) Years	Must be used with Polyethylene, Nylon, PEX, or Soft Copper (must be round and in good condition)
	HoldRite Products	One (1) Years	Must be installed per installation instructions
HoldRite QuickBrand Products	One (1) Years	Must be installed per installation instructions	
HoldRite TestRite	One (1) Years	Must be installed per installation instructions	
EZ-Flo and Eastman Products	Appliance Connectors - Stainless Steel Braided	Five (5) Years	Must be used in potable water applications and installed per installation instructions.
	Eastman Products	One (1) Year	Must be installed per installation instructions.
	Expansion Tanks	Six (6) Years	Must be installed per installation instructions and comply with operating pressure ratings as specified.
	EZ-Flo Products	One (1) Year	Must be installed per installation instructions.
	Gas Connectors	Five (5) Years	Must be installed per installation instructions and used only for gas applications as specified.
	Stop Valves	Five (5) Years	Must be installed per installation instructions.
	Supply Lines - Stainless Steel Braided	Five (5) Years	Must be used in potable water applications and installed per installation instructions.
Water Heater Connectors	Five (5) Years	Must be installed per installation instructions and intended for potable water use.	