



# Splash Plumbing Standard Warranty

**Splash Plumbing** warrants our installation and repair work to be free from defects in material and workmanship for one (1) year from the date the work was completed (see exceptions below), unless otherwise stated, in writing, on the contract or invoice.

**All warranties are void if payment is not received when due.** Terms are clearly stated on all contracts and invoices. Warranties are extended to the original customer only, and are not transferable.

If a defect in materials or workmanship is found, that is covered under this warranty, **Splash Plumbing** will, with reasonable promptness, during normal working hours (see below), make the necessary repairs to remedy the defect. Under no circumstances shall **Splash Plumbing** be liable for any damages, of any nature, as a result of any delay in effecting the necessary repairs.

In order to receive coverage under this warranty, the customer must notify **Splash Plumbing** promptly, by calling **714-688-0804** or **949-642-7900** or **877-439-7752**, and speaking to a Splash Plumbing representative. When calling, the customer must identify the problem as being under warranty.

Task	Is there a warranty?	Explanation
Drain Clearing or Hydro-Jetting	No	We cannot offer a warranty on drain clearing due to the fact that we have no control over what is put down the drains before we arrive or after we leave. In addition, we do not know the existing condition of the drain piping. In many cases, high use drainage systems (e.g. restaurants) may need to be on a Drain Maintenance Program.
Fixtures-Equipment or Parts We Provide	Yes	We offer a one (1) year parts and labor warranty on everything we install except where stated otherwise within this document. In some cases, the manufacturer may offer warranties that extend beyond one year. See manufacturer for details.
Customer Provided Fixtures	Yes and no, see explanation	Anything we install that is provided by the customer has a one (1) year warranty on the labor installation only. We do not warrant the part, fixture, etc., provided by the customer. If we install additional parts that we provide, see above.
Water Heater	Yes	We offer a one (1) year parts and labor warranty on our installation of the water heater and the manufacturer offers either a 3-year, 6-year, 8-year or 10-year warranty, depending on the model. Call for further details.

Pipe Repairs	Yes	We offer a 1-year warranty on our labor and materials. We do not offer a warranty on the remaining, existing piping or fittings
Cartridges	No	Due to possible deterioration of the internal surfaces of the faucet or shower valve body - caused by age, wear, water quality, and other factors - new cartridges may not seal as well, or may become damaged, when installed in existing valves bodies. Therefore, we do not offer a warranty on cartridge replacement
Hose Bibs	No	Hose bib internals have similar characteristics to the above mentioned faucet and shower valve cartridges. For this reason, we do not offer a warranty on hose bib internals replacement.
Backflow Test	No	A backflow test is a service to verify whether your backflow device is operating properly or not. No warranty is offered for this service.
Backflow Repairs	Limited	Due to the nature of the water entering a backflow device, and the way a backflow device operates, we offer only a 90-day parts and labor warranty on backflow device internal parts replacement.
Backflow Replacement	Yes	We offer a one (1) year parts and labor warranty on backflow device replacement
Flush Valve Diaphragms	Limited	Due to the quality of water in Southern California, we offer only a 90-day parts & labor warranty on flush valve diaphragm replacement.
Toilet Tank Internals	Limited	Due to the quality of water in Southern California, we offer only a 90-day parts & labor warranty on toilet tank internal parts replacement. If toilet chemical treatment systems are used, any and all warranties are voided.
Water Softeners	Yes	We offer a 1-year parts and labor warranty on the softener and the installation. The manufacturer offers further warranties on the components. Ask us for more detail.
Reverse Osmosis Systems	Yes	If we install a new Reverse Osmosis (RO) system for you, we offer a parts and labor warranty, except for the filters and membrane, for 1-year. The filters and membrane have no warranty. If we did not provide the RO system, see "Customer Provided Fixtures" above.
Reverse Osmosis System service	Yes	We warranty the work done during the service call for 90-days. The filters and membrane have no warranty. Any other parts replaced have a one (1) year parts and labor warranty.

**Normal Working Hours are: Monday - Friday from 7AM - 6PM, holidays excluded**

**We are closed six (6) holidays during the year:**

**New Year's Day, Memorial Day, 4th of July, Labor Day, Thanksgiving Day, and Christmas Day**

**\*\* Additional Fees Apply For Service Requested During Holidays or After Hours \*\***