

Osmo[®] Membrane Element Warranty

GE Osmonics, Inc. guarantees the proposed product to be free from defects in material or workmanship when operated in accordance with written instructions for a period of one year from start-up or fifteen months from receipt, whichever is shorter. Parts not manufactured by GE Osmonics are covered by their manufacturers' warranties that are normally for one year.

GE Osmonics' spiral-wound membrane element are guaranteed to operate within specifications when used for general water treatment for a period of 12 months from receipt providing the membrane element have not been abused by operating at high temperatures, high or low pHs, on disinfected water, or on solution which tend to precipitate.

For applications or water conditions other than those specified in the original purchase order for the reverse osmosis or ultrafiltration machine, the User should consult GE Osmonics' Engineering Department as to the suitability of the solution to be run in the membrane element .

Limitations on pH and temperature can vary with membrane type and the application of the equipment. For general water treatment, pH should be kept between 3.0 and 7.0 with a temperature below 85°F (29°C) unless specifically designed for higher temperatures. For special applications or for pH or temperature ranges outside the stated limits, GE Osmonics may reduce the warranty period.

A membrane element which fails to perform satisfactorily within the first 90 days after receipt, has not been mishandled, and is returned to the factory, will be replaced free of charge except for freight and local labor. If a membrane element fails to perform satisfactorily during the balance of the warranty period and with the return of the membrane element to the factory, GE Osmonics will replace the membrane element with a new membrane element and will charge the User for the portion of the 12 months that the membrane element was used plus incoming freight and local labor. Such pro rated charges will be based on the list price prevailing at the time of warranty consideration. A new membrane element supplied under warranty terms will carry the standard 12 month new membrane element warranty. If membrane elements have not been placed in use at the end of the permissible storage period, the date of first use shall be considered to start the end of the permissible storage period.

The customer shall be responsible for acceptance testing for the membrane element received to ensure that they meet the published performance specifications. GE Osmonics shall be notified within thirty (30) days for first use of any membrane element not meeting specifications. Should GE Osmonics not receive notification of non compliance with performance specifications within said thirty (30) day period, GE Osmonics will consider that all membrane elements are accepted.

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All membrane element that are being returned for non-warranty issues, credit for unused membrane element . Must be returned unused in their original packing. Membrane element returned not conforming to said-criteria will be subject to rejection or added fees to restore membrane element to sellable condition.

GE Osmonics warrants storage of membrane element as follows:

1. All dry membrane element (excluding cellulosic elements) for six (6) months at ambient temperatures less than 100° F.
2. At temperatures between 100° F (38° C) and 122° F (50° C) for three months, provided that elements are stored in the original box with the polyethylene bag intact under dry conditions.
3. At temperatures over 122° F (50° C) there is no warranty
4. All wet membrane element shipped from any GE Osmonics facility must be stored in a cool dry location out of direct sunlight or artificial light at temperatures under 86° F (30° C) in there original box with the polyethylene bag intact. For a period of 3 months or expiration date which ever occurs first.

For cellulosic membrane element dry or wet:

5. Stored in a cool dry location out of direct sunlight or artificial light at ambient temperatures less than 86° F (30° C) for six (6) months.

If a membrane element is to be returned for warranty inspection, the User must obtain a Return Goods Authorization (RGA) number from GE Osmonics before returning the membrane element . Membrane elements are to be returned freight prepaid to GE Osmonics and GE Osmonics will return any warranty replacement membrane element to the customer prepaid. Membrane element must be kept damp at all times and must be clean and bagged in a watertight bag before returning. Only GE Osmonics' approved cleaners, biocides, dispersants, or other chemicals may be used with the membrane element . Use of other chemicals may void the warranty. The User is responsible for knowing the membrane element material and for ensuring that chemicals harmful to the membrane or material are never in contact with the membrane element .

It is the obligation of the User to maintain frequent operating data records. GE Osmonics may request these records in the warranty evaluation. User must notify GE Osmonics at the very first sign of changes in operation of the Osmo machine or membrane element . Such notification should be in writing and should include all data requested on the operating log sheets.