



Warranty

At Sloan, our warranty is more than a statement; it's a lifetime commitment to our customers.

Sloan Valve Limited Warranty

Unless otherwise noted, Sloan Valve Company warrants its products, manufactured and sold for commercial or industrial uses, to be free from defects of material and workmanship for a period of three (3) years (one year for SF faucets, special finish and PWT electronics and 30 days on PWT software) from the date of first purchase. During this period, Sloan Valve Company will, at its option, repair, replace, or refund the purchase price of any product which fails to conform with this warranty under normal use and service. This shall be the sole and exclusive remedy under this warranty. Products must be returned to Sloan Valve Company, at customer's cost. No claims will be allowed for labor, transportation or other costs. This warranty extends only to persons or organizations that purchase Sloan Valve Company's products directly from Sloan Valve Company for purpose of resale. This warranty does not cover the life of batteries.

There are no warranties which extend beyond the description on the face hereof. In no event is Sloan Valve Company responsible for any consequential damages of any measure whatsoever.

Sloan Valve Return Policy

Returns Material Authorization:

Products which are determined to be defective or shipped incorrectly by Sloan Valve Company will be credited at invoice price. Products returned for reasons other than defects or Sloan shipping errors are subject to a 25% handling charge, return freight is at customer's expense. If the invoice is not available, then credit will be issued based on the previous price sheet, if the price sheet is less than a year old. All returns must be authorized by the factory prior to returning. The factory will issue a return material authorization (RMA) number. The RMA number must be written on the shipping label, each load inspection and all related documentation.

All returns of Special Finish, Special Order, and Sink Systems product are subject to a minimum 50% handling charge and must be returned within one year, original invoice is required.

All returned material should be returned in the original, unopened shipping cartons, or suitably packed. The material is to be packaged such that it will not be damaged during the return.

Material over two years old is subject to a 50% handling charge. Any product over 3 years old will not be accepted.

Deductions will be made for any material returned that is not in saleable condition. Material not in saleable condition will be returned to customer or scrapped at customer request.

When material is to be returned, call your representative, who will contact the factory for an RMA number.

The following information will be necessary:

A. Invoice Number

B. Product Part Number

C. Product Code Number

D. Product Date Code

E. Quantity

F. Reason for return requests (be specific, "defective" is not a reason). Material returned as defective but, on inspection, is found to be serviceable will be returned to the customer at their expense or scrapped with no credit provided. A test report will be available on request.

G. All returns are to be freight prepaid by customer.

The RMA number must be on each load and each container.

Sloan FLUSHMATE™ Warranty

For all Flushmate Warranty inquiries please go to <https://www.flushmate.com/warranty/>

[Product Registration Form](#)

