



Prior to any item being returned to Airmax®, you **MUST** provide the serial number or original purchase receipt. See product manual for serial number location.

All returned items need to be moderately cleaned. If it is required for Airmax® to clean the item prior to inspection or repair, additional charges may occur.

ECOSERIES™ FOUNTAIN

COMPLETE ANY RELEVANT TROUBLESHOOTING

Please refer to product manual for more info or visit AirmaxEco.com for How-To Videos:

If issue is not resolved with troubleshooting, please contact Airmax Customer Care at 866-424-7629, for a Return Merchandise Authorization Number (RMA).

SYSTEM WITHIN 3-YEAR WARRANTY PERIOD

Option 1: \$59 Return Box:

A return box with packaging will be sent to you which will include a pre-paid FedEx label to cover the return shipping to Airmax®. Airmax® will be responsible for return shipping of the repaired or replacement unit.

Option 2: Self Shipping:

Customer is responsible for packing up the fountain in their own box/packaging and send it back at their own risk.

If fountain is found to only require a cleaning, the first cleaning will be free:

Future cleanings will have a charge of \$208 (\$59 return box, plus \$149 cleaning fee).

If irregular spray pattern is main issue, include the fountain nozzle with the return. If not, remove the fountain nozzle and nozzle nut.

Power Cord:

If you are unsure if the power cord is the issue, the power cord should be returned with the fountain.

SYSTEM OUT OF WARRANTY PERIOD

Maintenance Repair Charge:

EcoSeries™ Motor - \$399 (\$59 return box, plus \$340 maintenance fee)

Maintenance Repair Charge includes:

A return box with packaging will be sent to you which will include a pre-paid FedEx label to cover the return shipping to Airmax®. Airmax® will be responsible for return shipping of the repaired or replacement unit.

If irregular spray pattern is main issue, include the fountain nozzle with the return.

If not, remove the fountain nozzle and nozzle nut.

Possible rebuild of system.

- New rotor and impeller
- Testing
- Cleaning
- Labor

Power Cord:

If you are unsure if the power cord is the issue, the power cord should be returned with the fountain.

If system isn't able to be rebuilt:

The maintenance repair charge can go towards price of new fountain motor.

Warranty Coverage for Repair:

Any repaired parts on the system will be covered for 1-year.

If a replacement fountain motor is purchased, it will be covered for 2-years.



AIRMAX® FOUNTAIN LIGHT SETS

COMPLETE ANY RELEVANT TROUBLESHOOTING

Please refer to product manual for more info or visit AirmaxEco.com for How-To Videos:

If issue is not resolved with troubleshooting, please contact Airmax Customer Care at 866-424-7629, for a Return Merchandise Authorization Number (RMA).

LIGHT SET WITHIN 3-YEAR WARRANTY PERIOD

Option 1: \$39 Return Box:

A return box with packaging will be sent to you which will include a pre-paid FedEx label to cover the return shipping to Airmax®. Airmax® will be responsible for return shipping of the repaired or replacement unit.

Option 2: Self Shipping:

Customer is responsible for packing up the light set in their own box/packaging and send it back at their own risk.

Power cord:

If you are unsure if the power cord is the issue, the power cord should be returned with the light set.

LIGHT SET OUT OF WARRANTY PERIOD

Min. Maintenance Repair Charge:

\$238 (\$39 return box, plus \$199 per light fixture)

Maintenance Repair Charge includes:

Replacement/repair of light fixture(s)

Testing

Labor

Power cord:

If you are unsure if the power cord is the issue, the power cord should be returned with the light set.

If the individual light fixtures cannot be repaired:

The maintenance repair charge can go towards price of a new light set.

Warranty Coverage for Repair:

Any repaired light fixtures will have a 1-year warranty starting from the date of repair.