

# Warranty Information

## Important

The date of purchase and a copy of the receipt is required to activate your warranty by completing and returning the bottom section of this form. Please keep your warranty and purchase history in a safe place. You can also activate your warranty on our website [www.hikariusa.com/water\\_quality\\_folder/rio](http://www.hikariusa.com/water_quality_folder/rio)

Return completed form to: ©Hikari Sales USA, Inc., 2230 Davis Court, Hayward, CA 94545



- ① If your pump malfunctions under normal use during the first three years, it will be replaced or repaired free of charge based on our determination of the cause of the malfunction. Please contact ©Hikari Sales USA, Inc. at (800) 621-5619 or visit our product website at [www.hikariusa.com/water\\_quality\\_folder/rio](http://www.hikariusa.com/water_quality_folder/rio) for details on initiating a malfunction claim.
- ② Please note, you will be charged for repairs within the warranty period should any of the following occur:
  1. If the date of purchase, customer's name, address, phone number, email and a copy of the dealer's receipt are not provided on this warranty card or via the website listed above.
  2. If the pump was not used correctly based on instructions in the Instruction Manual.
  3. In the event of failure to replace usable parts annually with the ©Rio + Aqua Pump Repair kit for your specific model (please keep receipt as proof of repair).
  4. If there has been any modification to the pump or internal parts.
  5. If there has been any damage caused by direct impact to the pump case or internal components.
  6. Any failure or damage caused by natural disasters, pollution or abnormal voltage.
  7. Any failure or damage caused by animals.
  8. Use of the pump without using a proper check valve to eliminate water flowing from your aquatic environment into the pump.
  9. If the pump was not new, was used, or purchased at an auction or second-hand store.
  10. If the pump was purchased from an unapproved online reseller.
  11. Failure or damage was caused by use outside the rated voltage, frequency or pressure range.
  12. If the pump was used in any manner inconsistent with the intended use.

**Note:** This warranty does not provide any guarantee for disease, fish death, coral loss, seaweed loss, loss of other living organisms or accumulation of any unwanted organism in you aquatic environment.

## To Activate Your 3 Year Warranty Complete & Return Form Within 15 days of Purchase

### Customer Information

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Tel No.: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_ @ \_\_\_\_\_

Model: \_\_\_\_\_ Serial Number: \_\_\_\_\_

Retail Store Name:

Retail Store Phone:

Retail Store Address:

Date of Purchase     /     /

