

Warranty, Repairs, Returns & Support

Warranty —

MIC warrants that products manufactured by MIC will be free from defects in material and workmanship for a period of **one (1) year from the date of shipment**.

MIC reserves the right to inspect the product to determine warranty eligibility.

If a product is determined by MIC to be defective during the warranty period, MIC will, at its discretion, repair the product, replace the product, or refund the original purchase price.

Prior authorization from MIC is required before returning any product. Products returned for warranty evaluation must be shipped to MIC with transportation prepaid.

This warranty applies only to products manufactured by MIC and installed and operated in accordance with MIC instructions.

This warranty does not apply to damage resulting from:

- Improper installation, misuse, or neglect
- Shipping damage
- Operation beyond the product's rated mechanical, thermal, chemical, or electrical limits
- Exposure to temperatures above 140°F (60°C)
- Prolonged exposure to ultraviolet (UV) radiation
- Normal wear of serviceable components such as paddle wheels, pins, or O-rings

MIC shall not be liable for special, incidental, or consequential damages, including but not limited to labor costs, loss of profit, downtime, system damage, or other expenses related to removal, repair, or replacement of the product.

This warranty is the sole and exclusive warranty provided by MIC and may not be modified or extended by any representative of MIC.

Repairs, Returns & Support —

We are happy to help with installation questions, troubleshooting and application guidance via email or phone.

Customers are encouraged to contact MIC before removing the meter from service, whenever possible, as this may be helpful in the troubleshooting process.

If troubleshooting does not resolve your concern, MIC products can often be serviced or repaired rather than replaced. If repair is deemed appropriate, please contact MIC for instructions.

Repairs outside the warranty period may be subject to service charges.

If a return becomes necessary, we will arrange it with you directly. Customers must **contact MIC prior to returning any product** so that we can review the issue and determine the appropriate course of action.

Returns sent without prior authorization will not be accepted.

If a return is approved, the product must be returned clean and properly packaged.

Products returned to MIC for **inspection, repair, or warranty must be free of hazardous materials**. Customers are responsible for ensuring that returned equipment has been properly flushed and cleaned prior to shipment. MIC reserves the right to refuse or return any product that is contaminated or presents a safety hazard to personnel. If returned equipment requires special cleaning or handling by MIC, **additional service charges may apply**.

Important Installation Notice:

The purchaser is responsible for ensuring that MIC products are properly installed and used in accordance with applicable plumbing codes, system requirements, and MIC installation instructions. MIC is not responsible for damage to piping systems, equipment, or property resulting from improper installation or use of the product.

**Our goal is to keep your system running!
If you have a question or experience an issue,
please contact us — we are happy to help.**

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