

TECHNICAL SUPPORT POLICY

DEDICATION TO THE HIGHEST QUALITY SUPPORT IS A CORE VALUE OF AXEON

Contact Information

- **Phone:** 800-320-4074
- **Fax:** 800-609-0829
- **Email:** techsupport@AXEONwater.com

Mailing Address

- **AXEON Water Technologies, Inc.**
40980 County Center Drive
Temecula, CA 92591
United States of America

Product Support

AXEON's products are accompanied by a user manual designed to address most of the questions customers may have when using our products. It is advisable to familiarize yourself with the product manual prior to operating the equipment. If a problem does arise during start up or operation, the manual will help with the steps to be taken to troubleshoot the most common issues.

In addition, the AXEON website (AXEONwater.com) is frequently updated with technical resources that address commonly asked questions.

AXEON Technical Support Services

To further assist our customers, AXEON has a technical team dedicated to providing exceptional support for AXEON products. Our goal is to respond to customers immediately by minimizing hold time on the phone or in replying to emails and faxes.

AXEON Technical Support provides complementary support for all current AXEON Water Technologies products within the specified warranty period. For products outside of the warranty period and non-direct accounts, please call a sales representative for other available options. We are available to assist customers in the operation of AXEON equipment and products in accordance with the product manuals and specification sheets, including pre-sale evaluation/sizing/selection, system start-up, and operational troubleshooting.^{A, B, C}

Contacting Technical Support

You can reach Technical Support via phone, email, or fax from 7:30 a.m. through 4:30 p.m. PST, Monday through Friday.^D When contacting AXEON, please have the following information available:

- Your AXEON account number. If you do not have an AXEON account number, please directly contact the authorized seller through whom you purchased the AXEON product(s).
- The AXEON system model number and serial number (if applicable).
- The AXEON product manual and current operation log (if applicable).
- Current source water quality analysis with water temperature.
- Details on the reported issue, application, and products installed and in use.

You will receive a technical support case number. Please record this case number for future reference.

Typical Technical Support Service

Examples of issues addressed by AXEON's technical team include:^{A, B, C, E}

- Installation assistance
- General troubleshooting of systems and components
- Clarification of system requirements
- Verification that the system is operational
- Interpretation of error messages
- Verification of abnormal operation
- Problem-solving techniques
- Determining workarounds when needed (*cont.*)

Typical Technical Support Service (Cont.)

- Preventative maintenance recommendations
- Resolution of suspected defects
- Interpretation of computer projections and water analysis
- Explanation of documentation key words or options

Additional Support Options

The list of Technical Support responsibilities above is not exhaustive, but is meant to represent examples of the services AXEON provides. If you need assistance beyond the scope of AXEON Technical Support, please call your sales representative for other available options.

AXEON does not provide technical support for other brands of systems and components, design or assembly instructions, plumbing/electrical/structural installations, etc.

Waiver of Liability

Other than as specifically set forth in the product warranty, AXEON shall not be liable for any damages arising out of the use of AXEON's technical support services or the support offered therefrom, including, but not limited to, loss of profits, loss of use, cost of removing or installing the product, downtime, the claims of third parties, and injuries or damages to persons or property.

- A. AXEON does not provide complementary support on site, nor do we provide complementary support for products not purchased directly from AXEON Water Technologies.
- B. AXEON does not troubleshoot products that are not distributed by AXEON Water Technologies.
- C. AXEON only provides direct technical support for AXEON accounts in good standing. This is available to non-customers for an additional charge.
- D. Please note that AXEON is closed for all major U.S. holidays, including the Friday after Thanksgiving.

AXEON Technical Support does not train customers how to operate AXEON products or equipment beyond their standard documented parameters, nor instructs customers on the basics of water treatment technologies, design and assembly of systems or equipment.

Warranties (Click to View or Visit Us Online)

- [AXEON General Warranty](#)
- [AXEON System Warranty](#)
- [AXEON Membrane Warranty](#)
- [AXEON Housing Warranty](#)