

One (1) Year Limited Warranty

Adagio Collections, LLC, d/b/a Adagio Water Features

Effective Date: 1 November 2026 | Applies to orders accepted on or after this date. For orders accepted before this date, see the prior warranty.

This Limited Warranty is provided by Adagio Collections, LLC, doing business as Adagio Water Features ("Adagio," "we," "us," or "our"). It is part of, and should be read together with, our Terms of Service, Shipping Policy, and Return Policy. Please keep this document with your proof of purchase.

1. What This Warranty Covers

Adagio warrants that the Adagio-manufactured components of your water feature will be free from defects in materials and workmanship under normal use and proper installation and maintenance for one (1) year from the date of delivery. The warranty period begins on the delivery date, not the installation date, even if the water feature is installed later.

Covered Adagio-manufactured components include:

- Hood, tray (basin), plastic liner, frame, and decorative trim
- Wall brackets and installation hardware supplied by Adagio
- Water distribution components, including the copper water distribution unit
- Water surfaces: natural stone, Featherstone, glass, and mirror
- Hood covers (indoor and outdoor)
- Sandblasted and painted logos and other Adagio-applied surface finishes
- Auto-fill and gravity drain components supplied by Adagio, including water sensors, the electric fill valve, and the control box
- Light fixtures, light bars, transformers, and electrical wiring supplied by Adagio (excluding LED bulbs; see Section 2)

This warranty applies equally to production (catalog) models and custom water features, and to residential and commercial installations.

Natural Stone and Featherstone

Every natural stone and Featherstone surface is unique. Variations in color, veining, texture, and mineral patterning are natural characteristics, not defects. Fissures, natural fill in cavities, minor flaking of layered stone surfaces, and small corner chips that do not affect the performance or appearance of the water feature are also natural characteristics and are not covered.

If a stone or Featherstone component is replaced under this warranty, the replacement will be a new natural piece and will not exactly match the original in color, veining, or texture. This is not a defect and is not grounds for a further claim.

2. Third-Party Components

Some components included with your water feature are made by other manufacturers. They are covered as follows:

Re-Circulating Pump

Adagio does not manufacture the pump. As a courtesy, Adagio will replace a defective pump reported within thirty (30) days of delivery. After 30 days, pump warranty claims must be made directly with the pump manufacturer under the manufacturer's warranty included with your pump. Please keep that warranty with your proof of purchase. If you need the manufacturer's contact information or a copy of your dated invoice for a pump claim, contact us and we will provide it.

Remote Control

Where a remote control is included, Adagio will honor a one (1) year warranty against defects on the remote control from the date of delivery, on the same terms as Adagio-manufactured components.

LED Bulbs

LED bulbs are provided as a complimentary item with your water feature and are not covered by this warranty. Replacement bulbs can be purchased locally, online, or from Adagio.

3. Who Is Covered

This warranty is extended only to the original end user and is not transferable, including upon the sale of the property where the water feature is installed.

The "original end user" is the original purchaser, or, when a water feature is purchased on someone else's behalf by a designer, architect, contractor, builder, dealer, or other purchasing agent, the person or business for whom the water feature was originally purchased and installed.

For every original end user, the one (1) year warranty period runs from the date the water feature was delivered, not the date it was installed.

Proof of purchase is required for every claim. For purchases made directly from Adagio, your order number or sales order serves as proof of purchase. Product registration is not required for warranty coverage.

4. What We Will Do

If a covered component is found by Adagio to be defective during the warranty period, Adagio will, at its option, repair or replace the defective component. If repair or replacement is not practical, Adagio may instead refund the purchase price of the defective component. Replacement components may be new or functionally equivalent. Components repaired or replaced under this warranty are covered for the remainder of the original warranty period.

This warranty covers parts only. See Section 7 for costs that are not covered, including labor.

5. How to Make a Warranty Claim

Please contact us before shipping anything. Items shipped to Adagio without a Warranty Claim Number may be refused.

1. **Contact us** within the warranty period and promptly after you discover the problem:
 - Email: info@adagiowaterfeatures.com
 - Phone: (801) 255-9484
2. **Provide** your name, order number or proof of purchase, a description of the problem, and photos or video showing the issue.
3. **Troubleshoot with us.** Many issues can be solved over the phone or by email. Our team may ask you to complete basic troubleshooting steps before a claim is approved.
4. **Receive a Warranty Claim Number.** If a return of the component is needed, we will issue a Warranty Claim Number and return instructions. In some cases, we may accept photos or video instead of requiring the part to be returned.

6. Replacement Parts and Shipping

Standard Replacement

Replacement parts ship after Adagio receives and confirms the defect in the original part, or after Adagio approves the claim based on photos or video. Adagio may charge for any replacement part if the original part is not returned when requested.

Advance (Expedited) Replacement

If you would like a replacement part shipped before the original is returned and inspected, you may purchase the replacement part and any expedited shipping at your expense, subject to availability. Once Adagio receives the original part and confirms it is defective and covered, Adagio will credit you for the part. Expedited shipping charges are not refundable.

Warranty Shipping Costs

- **Within 30 days of delivery:** Adagio pays standard shipping to and from Adagio for approved warranty parts.
- **After 30 days of delivery:** The customer pays shipping to and from Adagio.

No Defect Found

If a returned part is found to have no defect in materials or workmanship, or the problem is excluded under Section 7, the customer is responsible for all shipping charges both ways and may choose to:

- Have the original part returned at the customer's expense; or
- Purchase a replacement part.

Any advance replacement purchased will not be refunded.

7. What This Warranty Does Not Cover

This warranty does not cover:

Labor and Related Costs

- Labor, service calls, or travel
- Draining, removal, disassembly, reinstallation, or re-leveling of the water feature
- Contractor, plumber, electrician, or installer fees
- Site access, wall or floor repair, or any construction costs

Installation and Site Conditions

- Damage or malfunction caused by installation that does not follow Adagio's installation instructions or applicable building, plumbing, and electrical codes
- Walls, floors, or structures that are not level, plumb, or adequate to support the water feature
- Electrical supply problems, including power surges, improper voltage, or circuits without ground-fault (GFCI) protection
- The customer's plumbing, water supply lines, shut-off valves, drain lines, or RO or other filtration systems, including their sizing and performance

Water Quality and Chemicals

- Scale, mineral buildup, staining, etching, or corrosion caused by water chemistry
- Damage caused by salt-softened (ion-exchange) water, which is not an approved fill or make-up water source
- Algae, bacteria, or other organic growth
- Damage caused by bleach, algaecides, cleaners, or other chemicals, including mirror streaking or desilvering and bleaching or discoloration of stone
- Damage caused by abrasive cleaning tools or products used on glass, mirror, or decorative trim

Water Level, Water Damage, and Maintenance

- Damage to the pump or other components caused by running the water feature without adequate water
- Water damage of any kind to walls, floors, furniture, or other property, including damage from splashing, overflow, leaks at customer connections, or humidity
- Damage caused by failure to clean or maintain the pump, water surface, water distribution unit, or other components as directed

Outdoor Conditions

- Damage from freezing or failure to winterize the water feature

- Damage or wear from sun (UV) exposure, wind, rain, hail, dust, leaves, or other debris

Adagio recommends installing outdoor water features in a semi-protected location, such as under an awning or on a covered porch, and using an outdoor hood cover.

Normal Characteristics and Wear

- Natural stone and Featherstone characteristics described in Section 1
- Minor color variation in logos and painted finishes from the approved proof, printed samples, screen images, or specified PMS colors (see our Terms of Service, Section 4)
- Natural patina and color change of copper and other metals
- Scratches, chips, or cracks to glass, mirror, stone, or trim occurring after delivery
- Normal wear and tear, including fading or wear of finishes

Misuse, Accidents, and Alterations

- Misuse, abuse, neglect, accident, or dropping
- Use of the water feature for any purpose other than as a decorative water feature
- Alteration, modification, or repair by anyone other than Adagio or a party authorized by Adagio
- Damage caused by parts, accessories, or equipment not supplied by Adagio
- Introduction of plants, fish, animals, sand, dirt, food, or liquids other than water

Shipping, Events, and Other Exclusions

- Damage occurring during shipment. Freight damage is handled under our Shipping Policy and must be reported within 48 hours of delivery.
- Fire, flood, earthquake, storm, lightning, and other natural disasters
- Vandalism, theft, or other acts of third parties
- Customer-supplied materials, artwork, dimensions, or site information, and design elements, drawings, and proofs approved by the customer on custom, logo, and personalized orders

Using non-Adagio parts or having a third party service your water feature does not by itself void this warranty. However, damage caused by those parts or that service is not covered.

8. Out-of-Warranty Repairs and Goodwill

Adagio may offer repairs or replacement parts for problems not covered by this warranty at our standard rates. Call (801) 255-9484 or email info@adagiowaterfeatures.com for availability, pricing, and instructions.

Any repair, replacement, part, or other accommodation Adagio chooses to provide outside the terms of this warranty is a one-time courtesy. It does not extend or change this warranty and does not create an obligation to provide the same accommodation in the future.

9. Limitations

THIS LIMITED WARRANTY IS ADAGIO'S ONLY EXPRESS WARRANTY AND STATES YOUR EXCLUSIVE REMEDIES FOR DEFECTIVE PRODUCTS. ANY IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE ONE (1) YEAR TERM OF THIS WARRANTY.

TO THE MAXIMUM EXTENT PERMITTED BY LAW, ADAGIO IS NOT LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING WATER DAMAGE TO PROPERTY, LABOR COSTS, LOSS OF USE, OR LOST PROFITS, ARISING FROM THE PRODUCT OR THIS WARRANTY. ADAGIO'S TOTAL LIABILITY SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

10. Governing Law

This warranty is governed by the laws of the State of Utah, except where the laws of your state or country require otherwise. If any provision of this warranty is found to be unenforceable, the remaining provisions remain in full force and effect.

11. Contact Us

Adagio Collections, LLC, d/b/a Adagio Water Features

6803 S 300 W, Midvale, UT 84047, United States

Email: info@adagiowaterfeatures.com | Phone: (801) 255-9484