



**Consolidated
Measurement and
Systems Products
&
Meter Accuracy
Warranty**



Multi-Jet 5/8” –2” and Positive Displacement 5/8” – 1”

Scope of Integrity

This warranty applies exclusively to Master Meter Multi-jet 5/8”, 3/4”, 1”, 1.5”, and 2” meters and Positive Displacement 5/8”, 3/4”, and 1” meters when used for clean cold potable water (per applicable AWWA Standard) and installed in accordance with Master Meter published installation instructions in effect as of the date of Master Meter’s shipment. This warranty applies exclusively to the original utility purchaser when product is purchased from either Master Meter or an authorized Master Meter distributor. Coverage in both terms of time and registered usage is from date of shipment by Master Meter.

Materials and Workmanship

If used and installed as described above, Master Meter warrants all Multi-jet (5/8”, 3/4”, 1”, 1.5” and 2”) and Positive Displacement (5/8”, 3/4”, and 1”) to be free from defects in materials and workmanship for a **period of 24 months**.

Case Integrity

If used and installed as described above, Master Meter, Inc. warrants that the low lead bronze cases of the 5/8”, 3/4”, 1”, 1.5” and 2” Multi-Jet Meters and the 5/8”, 3/4”, and 1” Positive Displacement Meters will retain their structural integrity **for a period of 25 years** from the date of Master Meter shipment.

*The Master Meter Positive Displacement meets or exceeds the AWWA’s most recent revision of C700 Standard for Accuracy
The Master Meter Multi-jet meets or exceeds the AWWA’s most recent revision of C708 Standard for Accuracy.*

20 YEAR TOTAL ACCURACY GUARANTEE					
5 YEARS NEW			15 YEARS REPAIRED		
	5/8" x 3/4"	3/4"	1"	1.5"	2"
NEW Meter Accuracy	5 Years or 750,000 USG	5 Years or 750,000 USG	5 Years or 1,100,000 USG	5 Years or 1,600,000 USG	5 Years or 2,100,000 USG
REPAIRED Meter Accuracy	15 Years or 2,500,000 USG	15 Years or 2,500,000 USG	15 Years or 3,250,000 USG	15 Years or 5,600,000 USG	15 Years or 10,400,000 USG

Ultrasonic Smart Measurement

SONATA Ultrasonic for Residential Applications

Scope of Integrity

This warranty applies exclusively to Master Meter Sonata 5/8", 3/4" and 1" meters when used for clean cold potable water (per applicable AWWA standard) and installed in accordance with Master Meter published installation instructions in effect as of the date of Master Meter's shipment. This warranty applies exclusively to the original utility purchaser when product is purchased from either Master Meter or an authorized Master Meter distributor. Coverage in both terms of time and registered usage is from date of shipment by Master Meter.

Case Integrity


If used and installed as described above, Master Meter warrants all Sonata meters (5/8", 3/4" and 1") will retain their structural integrity for a **period of 20 years**.

Electronics

If used and installed as described above, Master Meter warrants all Sonata meters (5/8", 3/4" and 1") batteries, transducers, LCD, and communications output (encoder, or integrated 3G Radio) will be warranted for a **period of 20 years**. Master Meter will repair or replace the meter at no cost for the first ten (10) years and prorated in Years 11 – 20 as listed below.

Accuracy

Master Meter warrants all Sonata meters (5/8", 3/4" and 1") will meet or exceed +/- 1.5% accuracy in the Normal Operating Range of the meter, as defined in the latest revision of the Sonata Product Data Sheet for a **period of 20 years**. Master Meter will repair or replace the meter at no cost for the first ten (10) years and prorated in Years 11-20 as listed below.

																						
		1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	
Sonata 3G, Sonata Encoder												30%	30%	30%	30%	30%	40%	40%	40%	40%	40%	
Octave																						

OCTAVE Ultrasonic for Commercial and Industrial (C&I) Applications

Scope of Integrity

This warranty applies exclusively to Master Meter Octave 1.5" - 12" meters when used for clean cold potable water (per applicable AWWA standard) and installed in accordance with Master Meter published installation instructions in effect as of the date of Master Meter's shipment. This warranty applies exclusively to the original utility purchaser when product is purchased from either Master Meter or an authorized Master Meter distributor. Coverage in both terms of time and registered usage is from date of shipment by Master Meter.

Case Integrity

If used and installed as described above, Master Meter warrants all Octave meters (1.5" – 12") will retain their structural integrity for a **period of 10 years**.

Electronics

If used and installed as described above, Master Meter warrants all Octave meters (1.5" - 12") main board, batteries, transducers and LCD will be warranted for a **period of 10 years**. Externally attached communication output modules (encoder, pulse, 4-20, dual output and Modbus) will be warranted for a **period of 1 year**.

Accuracy

Master Meter warrants all Octave meters (1.5" - 12") will meet or exceed +/- 1.5% accuracy in the Normal Operating Range of the meter, as defined in the latest revision of the Octave Product Data Sheet for a **period of 10 years**.



C&I Products – Turbines, Fire Hydrant Meters

Turbine Meters and Fire Hydrant Meters

Master Meter 2” – 8” bronze body and 10” and 12” cast iron body **Turbine Meters** and **Fire Hydrant Meters** are warranted to perform to all applicable AWWA accuracy standards. Turbine and Fire Hydrant Meters are warranted be free from **material and workmanship** defects for **two years (24 months)** as of the date of Master Meter's shipment. Master Meter Turbine and Fire Hydrant Meters are warranted for accuracy for **one (1) year** from the date of Master Meter shipment.

Allegro Infrastructure & Equipment Warranty

Base Station	One (1) year ²
Repeater ¹	One (1) year ²
Mobile Receiver	One (1) year



1. **Repeater.** This covers all versions of repeaters, including but not limited to: Standard Repeater, Photocell Repeater, and Solar Repeater

2. **Extended Warranty.** Additional warranty for Allegro Infrastructure Equipment can be purchased on a per unit basis. Master Meter’s Extended Warranty must be purchased within 12 months of the original shipment date of equipment. Eligibility is based on continuous annual enrollment.

Escalation for Services: five percent (5%). Services. Invoices for Ongoing Fees and services shall be delivered annually or monthly, as applicable, in advance. Invoices for other services shall be delivered upon completion of the applicable service.

ALL MASTER METER PRODUCTS NOT SPECIFICALLY IDENTIFIED ABOVE, OR ANY METER USED FOR NON-POTABLE WATER, ARE WARRANTED TO BE FREE OF DEFECTS IN MATERIALS AND WORKMANSHIP FOR ONE (1) YEAR AS OF THE DATE OF MASTER METER'S SHIPMENT.

Register & Electronics – General Limited Warranty

	
Years	
	1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20
Direct Read Register	
3G-DS AMR & External Transceivers	30% 30% 30% 30% 30% 40% 40% 40% 40% 40%
3G-DS Interpreter and Interpreter II Register & External Transceivers	30% 30% 30% 30% 30% 40% 40% 40% 40% 40%
Allegro™ Registers & External Transceivers	30% 30% 30% 30% 30% 40% 40% 40% 40% 40%
Interpreter Register for GridLinX™ & External Transceivers	30% 30% 30% 30% 30% 40% 40% 40% 40% 40%
Interpreter Register for Itron® & External Transceivers	30% 30% 30% 30% 30% 40% 40% 40% 40% 40%
eLinX Electronic Encoder Register	 Prorated Replacement Cost
AccuLinX Encoder Register	
ReadMaster™ Register	

DISCOUNT PERCENTAGES WILL BE APPLIED AGAINST PUBLISHED LIST PRICES IN EFFECT AT THE TIME THE PRODUCT IS ACCEPTED BY MASTER METER UNDER WARRANTY CONDITIONS. THE WARRANTIES CONTAINED ABOVE HEREOF ARE THE ONLY WARRANTIES WITH RESPECT TO THE LISTED PRODUCTS, AND ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, BETWEEN THE PARTIES OR ARISING BY LAW. IN PARTICULAR, MASTER METER DISCLAIMS ANY AND ALL WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THESE WARRANTIES SHALL BE VOID IN THE EVENT THAT MASTER METER DETERMINES THAT THE FAILURE OR DEFECT IN THE LISTED PRODUCT HAS ARISEN AS A RESULT OF THE PRODUCT BEING USED FOR ANY PURPOSE OTHER THAN THAT WHICH WAS INTENDED AND APPROPRIATE AT THE TIME OF MANUFACTURE INCLUDING USE IN A CONFIGURATION OTHER THAN AS RECOMMENDED BY MASTER METER OR AS A RESULT OF IMPROPER INSTALLATION OR MAINTENANCE.

I. Master Meter, Inc. ("Master Meter") warrants its products and parts to be free from defects in material and workmanship for **one (1) year** from the date of Master Meter's shipment, if not otherwise specified or as set forth in this document.

II. **Allegro™** Integrated registers and **Allegro™ External Transceiver Modules** are warranted to be free from defects in materials and workmanship for **Ten (10) years** from date of shipment by Master Meter and at a prorated replacement cost of current list price during the following **Ten (10) years** based on the discounted rate value listing above (configured to the original factory settings of twice daily transmissions of 12 hourly interval reads, allowing for no more than 2 customer requested firmware upgrades for the life of the product, and no more than 4 data logs per year.) All other Allegro System Components are warranted to be free from defects in materials and workmanship for **One (1) year** from date of shipment by Master Meter.

III. **DIALOG 3G™ DS**, **DIALOG 3G™ DS Interpreter / Interpreter II** registers, and **DIALOG 3G™ External Transceiver Modules** are warranted to be free from defects in materials and workmanship for **Ten (10) years** from date of shipment by Master Meter and at a prorated replacement cost of current list price during the following **Ten (10) years**

based on the discounted rate value listing above (*configured to the original factory settings with a typical usage of no more than 4 data logs per year.*) All other DIALOG 3G DS System components and features are warranted to be free from defects in materials and workmanship for **One (1) year** from date of shipment by Master Meter.

IV. **Interpreter™ Register with GridLinX™ Protocol**, **Interpreter™ Register with Itron® (formerly Silver Spring Networks) Protocol**, and all **GridLinX or Itron External Transceiver Modules** operating on the GridLinX and Itron Network are warranted to be free from defects in materials and workmanship for **Ten (10) years** from date of shipment by Master Meter and at a prorated replacement cost of current list price during the following **Ten (10) years** based on the discounted rate value listing above (configured to the original factory settings.) All other System Components for Registers based on GridLinX and Itron Network are warranted to be free from defects in materials and workmanship for **One (1) year** from date of shipment by Master Meter.

V. **AccuLinX™**, **eLinX™**, and **DIRECT READ** registers are warranted to be free from material and workmanship defects for **ten (10) years**, and **DIRECT READ** registers for **fifteen (15) years**, from date of Master Meter shipment. All other Master Meter products not specifically



identified above are warranted to be free of defects in materials and workmanship for **one (1) year** from date of Master Meter shipment.

VI. **ReadMaster™** registers are warranted to be free from material and workmanship defects for **five (5) years** from date of shipment by Master Meter (*configured to the original factory settings four (4) transmissions daily*). All other ReadMaster system components not specifically identified above are warranted to be free of defects in materials and workmanship for **one (1) year** from date of shipment by Master Meter.

VII. **DIALOG 3G™ Gas Modules and DIALOG 3G™ Electric Modules** are warranted to be free from defects in material and workmanship for **one (1) year** from date of shipment by Master Meter.

VIII. RETURNS: Master Meter's obligation, and Customer's exclusive remedy, under this Limited Warranty is, at Master Meter's option, to repair or replace the product, provided the Customer (a) returns the product to the location designated by Master Meter within the warranty period; and (b) prepays the freight costs to such location.

Warranty & Limits of Liability

This warranty does not apply to meters or registers determined by Master Meter, at its sole discretion, to have been damaged by aggressive water conditions, foreign matter in water, vandalism, negligence, installation not in accordance with Master Meter, Inc. installation instructions, misapplication or other use not as described on this document, acts of God or other conditions beyond the control of Master Meter, Inc. This warranty is null and void if it is determined by Master Meter that a meter is altered by the addition of any register not manufactured by or on behalf of Master Meter, Inc. for its specific model and size. If a meter is claimed to breach the accuracy guarantees as stated herein, the customer shall submit a certified copy of the test results at the time the meter is returned to Master Meter, Inc. The accuracy warranty shall be void if an examination of the customer's water system shows poor water quality causing an unusually adverse effect on metering equipment.

Master Meter's liability under this warranty is expressly limited to repair or replacement of the product, or similar product and/or component, at Master Meter's sole discretion, at Master Meter's option. The repaired or replacement product will maintain the original meter's warranty based on the original purchase date. The customer must pay for freight cost of the returned product or products to the factory or service center designated by Master Meter. The product returned becomes the property of Master Meter.

If product is not determined to be under warranty, customer will pay freight for return of the original product. If the product is determined to be under warranty, the product will be repaired and returned to the customer, replaced, or Master Meter will determine a suitable substitute (at Master Meter's sole option), with freight paid by Master Meter. The original product returned becomes the property of Master Meter. Master Meter shall not be liable for special, incidental, in-direct or consequential damages of any kind.

The return of products for warranty claims must follow Master Meter's Returned Materials Authorization (RMA) procedures. All Master Meter Products returned must be affixed with an approved Return Authorization form. For all returns, Master Meter reserves the right to request meter reading records by serial number to validate warranty claims.

For products that have become discontinued or obsolete ("Obsolete Product"), Master Meter may, at its discretion, replace such Obsolete Product with a different product model ("Replacement Product"), provided that the Replacement Product has substantially similar features as the Obsolete Product.

Any description of product, whether in writing or made orally by Master Meter, Inc or its agents, specifications, samples, literature, models, bulletins, drawings, diagrams, data sheets or similar materials used in connection with any customer's order are for the sole purpose of identifying product and shall not be construed as an express or implied warranty. Any suggestions by Master Meter, Inc. or its agents regarding use, application, or suitability of product shall not be construed as an express or implied warranty unless confirmed to be such in writing by Master Meter, Inc.

If any provision hereof, partly or completely, shall be held invalid or unenforceable, such invalidity shall not affect any other provision or portion hereof and these terms shall be construed as if such invalid or unenforceable provision or portion thereof had never existed.

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Governing Law and Venue. ALL DISPUTES ARISING OUT OF OR RELATING TO THIS AGREEMENT SHALL BE GOVERNED BY TEXAS LAW, EXCLUDING ITS CHOICE OF LAW RULES, WITH JURISDICTION AND VENUE IN THE STATE OR FEDERAL COURTS OF TARRANT COUNTY, TEXAS. THE PARTIES CONSENT TO THE PERSONAL JURISDICTION OF, AND VENUE IN, SUCH COURTS AND AGREE THAT NO SUCH COURT IS AN INCONVENIENT FORUM.

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