



Warranty
3 years &
BEYOND



We are fortunate that RichWay products are designed to last.

However, in the event a repair is needed, **the repair must be done by RichWay's Repair Department.** Otherwise, your warranty will be VOIDED.

WARRANTY: a **serial number** located in the back of the Controller & the Water Unit **MUST** be included on the REGISTRATION FORM for RichWay to warranty your product.

TROUBLESHOOTING

IF the Controller Alarms:

- 1) Unplug from the wall
- 2) Unplug from the Biomat or BioBelt
- 3) Plug back into the Biomat or BioBelt
- 4) Plug back into the wall

This typically takes care of the issue.

Always TEST directly from an outlet rather than through a surge protector.
Older homes may have a short in the outlet. *Try a different outlet in a different room.*

Frequent Electrical Power Outage in your area:

- 1) Consider using a SURGE PROTECTOR. Replace the Surge Protector if more than 3 years old.
- 2) Unplug the Surge Protector when you are away from home.

Controller LED lights bother you at night?

- 1) Avoid putting tape on the lights
- 2) Place the Controller on your nightstand shelf or drawer to shield the LED lights
- 3) NEVER completely cover the Controller; it needs to 'breathe'.

CONTACT THE PERSON who sold you the product **as soon as** you notice a potential issue.
In the event your product requires repair, an **RMA #** will be provided with details.

REGISTER your new Controller SERIAL NUMBER at CustomerService@richwayusa.com

Refer to files below.

At your service for **OPTIMAL HEALTH !!!**
Joelyne, Jeff & the Universal Biomat Team