

¹City of Manchester

Environmental Protection Division

Meter Deduct Warranty & Return/Exchange & Transfer Policy

The deduct meters sold to residents from the EPD office are **warranted for a period of one year from the date of purchase**. This includes the meter housing, the meter head and the meter horn. ⁽¹⁾It does not include the two rubber gaskets as these may dry rot, shrink, or be pinched during installation. If a leak develops at these two connections it is the responsibility of the owner to replace the gasket. It also does not include installation performed by the plumber or the wire run from the meter to the reader box. It does not cover meter bases that have cracked because of freezing (improper winter drainage of system) or due to water hammer upon start up of system (water turned on too quickly to charge a drained system and back pressure blows out protective freeze plate).

The following outlines warranty investigation procedures:

- ❖ During the regularly scheduled reading, the Water Department will read both the water meter and the deduct meter.
- ❖ If the Water Department encounters a problem reading the deduct meter, they will notify the EPD billing office.
- ❖ EPD will dispatch a staff member to the residence to determine if the problem with the read is due to a misread or a meter malfunction.
- ❖ If the problem is determined to be a misread, EPD will reread the deduct meter, and share the reading with the Water Department.
- ❖ If the problem is determined to be a deduct meter malfunction, EPD will contact the property owner in writing to notify them of the deduct meter malfunction and to request approval to come out to the residence to determine the cause of the malfunction.
- ❖ If the deduct meter is less than one-year old, the service will be performed under warranty unless one of the above non-warranted items⁽¹⁾ is the cause of malfunction.

Non-Warranted Deduct Meters

- ❖ If the deduct meter is over one year old, there will be a \$20 inspection & service fee charge for EPD staff to come out to the residence and determine the cause of the deduct meter malfunction.
- ❖ If a new deduct meter is required; the property owner may purchase a new one at the EPD office, 300 Winston Street, Manchester NH 03103.
- ❖ The property owner may swap out the meter deduct without a plumber as initial set up was performed by a licensed plumber. No additional permitting will be required.
- ❖ EPD office must be contacted for a follow up inspection to assure installation is correct, verify serial number, attach EPD seal, and verify that the meter reading device is receiving the signal. There is no additional charge for this final inspection.

Returns, Exchanges, and Transfer Policy

- ❖ You may return for a refund; or exchange your meter deduct and horn for a smaller sized unit, within 30 days of purchase, provided that it is in it's original condition and had not been installed.
No returns or exchanges will be accepted once the 30 days after purchase date has expired.
- ❖ The meter deducts and horns are not transferable to another location without EPD approval.

By purchasing a deduct meter from the City of Manchester EPD office you agree to abide by the warranty and return/exchange and transfer policy as outlined herein. If there are any questions with these policies you may contact the billing office at 624-6522.

May 24, 2002

¹ S:\shared\Meter Deduct Folder\WarrantyPolicyDedMtrFinal