



The Chicken Fountain™ Gen 2 – 3-Year Limited Warranty

Backyard Farm Supply Company, LLC proudly stands behind the quality of The Chicken Fountain™ Gen 2, which is manufactured in North Carolina, USA. We warrant this product to be free from manufacturer defects in materials and workmanship for a period of three (3) years from the original date of purchase.

Warranty Coverage

During this warranty period, Backyard Farm Supply Company, LLC will, at its discretion, repair or replace any component found to be defective in material or workmanship under normal residential use and proper installation.

What's Covered

- Manufacturing defects in molded or fabricated components such as the body, lid, arms, brackets, drippers, and float valve.
- Failures resulting from normal use under recommended operating conditions (1–100 PSI water pressure).
- Replacement parts or components found to be defective due to materials or workmanship.

What's Not Covered

This warranty does not cover:

- Damage caused by misuse, neglect, modification, improper installation, or freezing due to lack of supplemental heat.
- Damage caused by animals, impact, or environmental conditions outside normal backyard use.
- Normal wear such as cosmetic scuffs or UV fading that does not affect performance.
- Third-party accessories or hoses not supplied by The Chicken Fountain™.
- Labor costs, shipping costs to or from the warranty center, or incidental/consequential damages.

Warranty Claim Process

To submit a claim:

1. Contact us at info@thechickenfountain.com with your order number, proof of purchase, and photos or video of the issue.
2. Our team will review and respond within 3–5 business days.
3. If approved, we'll provide a repair, replacement part, or full unit replacement at no cost (excluding shipping, if applicable).

Limitations

This warranty is non-transferable and applies only to the original purchaser. Backyard Farm Supply Company, LLC's liability under this warranty is limited to repair or replacement of defective parts and shall not exceed the original purchase price of the product.

No other warranty, expressed or implied, including merchantability or fitness for a particular purpose, shall apply. Some states do not allow limitations on implied warranties or exclusion of incidental damages, so these limitations may not apply to you.

Need Help?

We're always here to help. If you have questions about installation, operation, or care, reach out to us anytime at info@thechickenfountain.com.

Your trust means the world to us — thank you for supporting a small, family-run business dedicated to keeping clean water flowing for flocks everywhere. 💧🐔