

RiVöt™ TankMaster

TankMaster V2 Installation & User Guide

Version: 1.2

Document Date: December 2025

Applies to Product: RiVöt TankMaster – RTM-01-3

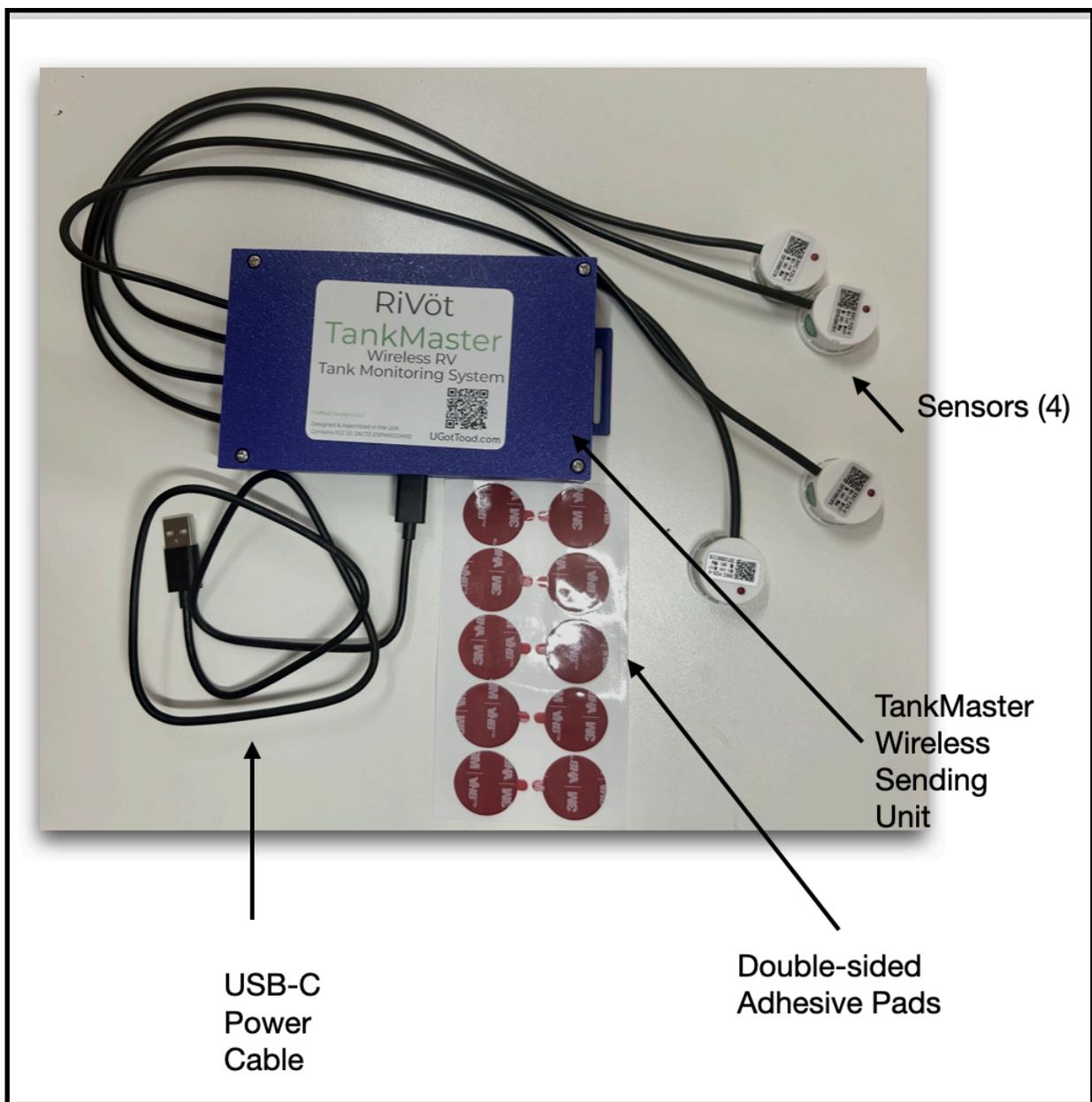
FCC ID (Module): 2AC7Z-ESP32WROOM32E

Part Number: RTM-01-3

Product Overview

The RiVöt TankMaster is a wireless Bluetooth + Wi-Fi tank monitoring system designed for RVs and boats. Each TankMaster module monitors a single tank — one unit per tank — providing continuous level readings through a set of contactless threshold sensors. The system eliminates the need for traditional in-tank probes or floats, offering a cleaner, maintenance-free solution that's simple to install and easy to use.

Each TankMaster supports up to four contactless sensors, allowing you to detect tank levels at multiple points (for example: 25%, 50%, 75%, and full). These sensors mount externally to the tank wall and use a capacitive sensing technology to measure fluid presence without any physical contact with the liquid inside.



The TankMaster connects wirelessly to the RiVöt TankMaster mobile app via Bluetooth for setup and local monitoring. The system can also connect over Wi-Fi for extended range. Once connected, you can view real-time tank levels, historical data, and customizable alerts directly from your phone or tablet.

Power is supplied through a standard USB-C connection from a 5 V DC USB power source, such as an RV's 12 V-to-5 V DC converter, a vehicle USB port, or a USB battery pack.

Together, the TankMaster modules create a complete, modular tank monitoring solution — scalable, easy to install, and built for modern connected RVs.

System Components and Overview

Your RiVöt TankMaster system arrives pre-assembled and ready for configuration. Each kit includes everything needed to monitor a single tank — one TankMaster unit per tank — with all sensors pre-connected.

1. TankMaster Sending Unit – The main electronics module that manages sensors and communicates via Bluetooth and Wi-Fi.
2. Four Contactless Threshold Sensors – Pre-wired and ready to mount. These adhere to the outside of the tank to detect fluid levels without drilling or contact.
3. USB Power Cable – Used to supply 5 V DC power to the TankMaster sending unit from a customer-supplied 5 V DC USB power source (such as an RV's 12 V→5 V DC converter, vehicle USB port, or USB battery pack).
4. Adhesive Mounting Pads – 3M double-sided adhesive disks used to attach the sensors securely to the tank surface.

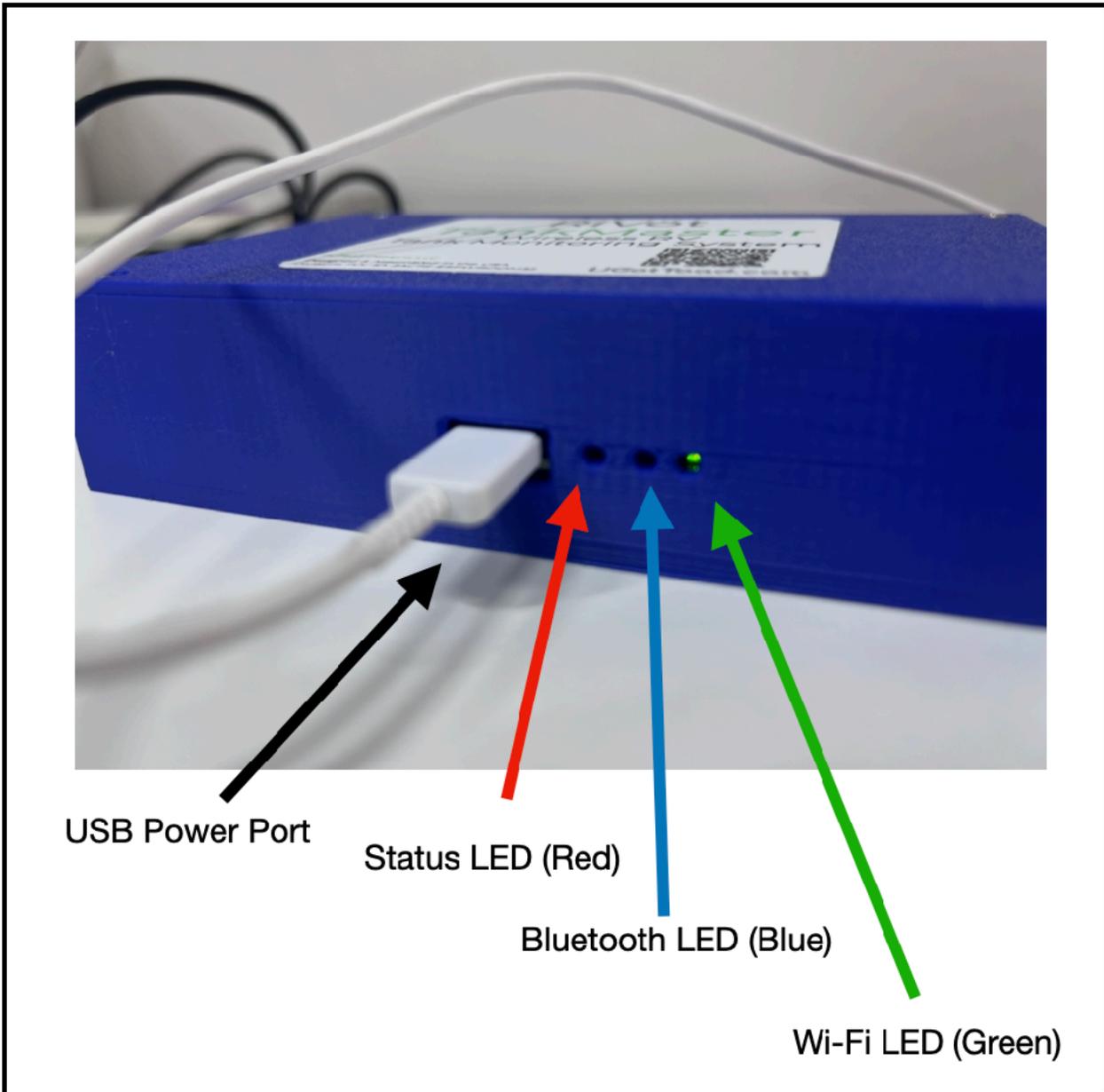
Note: No AC USB power adapter is included or required. The system is designed for use with customer-supplied 5 V DC USB power sources commonly found in RVs.

TankMaster Unit Overview

USB-C Power Port

- Provides the primary 5 V input.
- Connect to 5 V DC USB using a USB-C cable to any customer-supplied 5 V DC USB power source.. The red LED indicator will flash when the unit is powered and operating.

LED	Color	Function
1	Red	Status - Flashes when running
2	Blue	Bluetooth/BLE - Flashes when advertising and listening for the app to connect, solid when connected to a Bluetooth client
3	Green	Wi-Fi - Flashes to indicate operating, solid when connected to configured Wi-Fi access point



Sensor Connections

- Each of the four pre-connected cables leads to a contactless sensor.
- Sensors are labeled S1–S4 for tank level positions (e.g., Low, Mid-Low, Mid-High, Full).

Typical Setup

- One TankMaster unit per tank (Fresh, Gray, or Black).
- Each sensor attaches externally to the tank wall using the provided adhesive pads.
- The TankMaster is powered from a 5 V DC USB power source, such as an RV's 12 V-to-5 V DC converter, a vehicle USB port, or a USB battery pack.
- The TankMaster connects wirelessly to your mobile device via the RiVöt TankMaster App for setup, calibration, and ongoing monitoring.



Before You Begin

Before permanently mounting your TankMaster, it's important to power it up, connect it to the mobile app, and verify sensor operation. This ensures each unit is properly configured before installation.

Step 1: Download the App

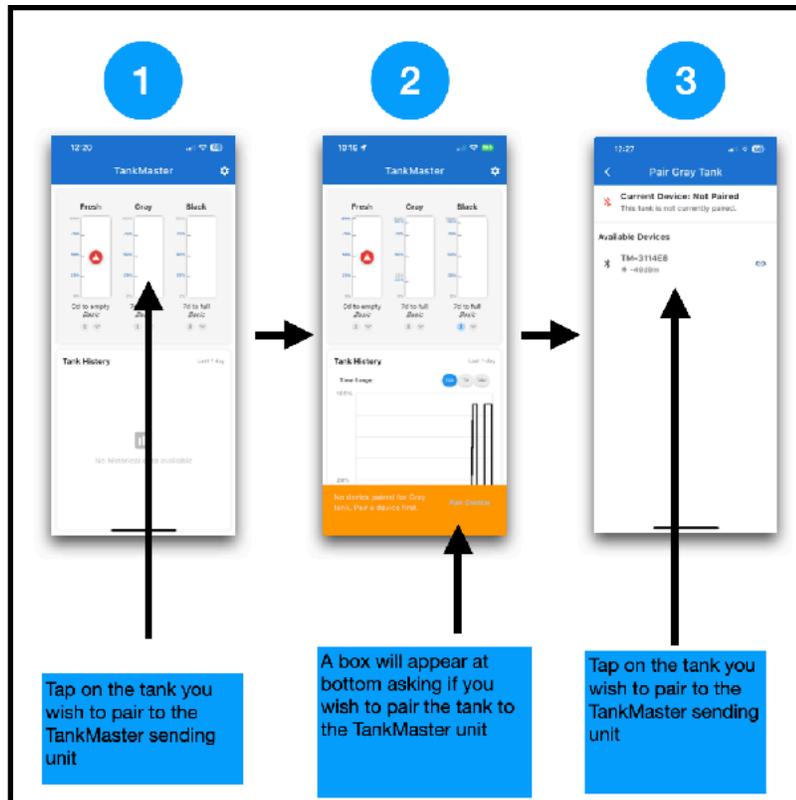
1. Search for “RiVöt TankMaster” in the App Store (iOS) or Google Play (Android).

iOS - App Store	Android - Google Play
https://apps.apple.com/us/app/rivöt-tankmaster/id6748559106	https://play.google.com/store/apps/details?id=com.puffballdesigns.tankmaster&pcampaignid=web_share
	

2. Download and install the app on your phone or tablet.
3. Open the app and enable Bluetooth (and Location, if prompted).

Step 2: Power Up the TankMaster

1. Connect the TankMaster sending unit to a 5 V DC USB power source (such as an RV’s 12 V-to-5 V converter, vehicle USB port, or USB battery pack) using the included USB-C power cable.



2. The red status LED will begin flashing confirming power and that the unit is operating.

Step 3: Pair and Configure

1. In the TankMaster app, tap on the tank you wish to pair with the TankMaster
2. Choose your TankMaster from the list (default name: TM-XXXX).

Step 4: Verify Sensor Operation

1. With the unit powered, press gently on each sensor's face or hold it against a filled area of the tank to confirm detection in the app. The red LED on the sensor should light up if it detects liquid.
2. Ensure each sensor responds correctly before proceeding with installation.
3. Once verified, disconnect the power and prepare for mounting.

Installation Planning

Before installing your TankMaster system, take a few minutes to plan your layout. Proper placement of the sensors and the TankMaster sending unit ensures accurate readings, reliable wireless performance, and a clean, durable installation.



Horizontal Tank (e.g.
Black or Gray)



Vertical Tank (e.g.
Fresh)

Choosing Mounting Locations

Each TankMaster unit monitors one tank. You'll need to decide where to mount both the sending unit and its four contactless sensors.

Sensor Placement on the Tank

- Mount externally – Sensors attach to the outside surface of the tank wall. No holes or penetrations are required.
- Vertical orientation – Place sensors vertically along the side of the tank, evenly spaced from bottom to top.
- Example:
 - S1 (Bottom) – Low or Empty
 - S2 – 25%
 - S3 – 50–75%
 - S4 (Top) – Full
- Horizontal tanks – Mount sensors in a vertical column on one flat end or side.
- Tall tanks (fresh water) – Mount sensors vertically along the height of the tank.
- Avoid edges and seams – Place sensors on smooth, flat areas of the tank for best adhesion and accuracy.
- Surface prep – Clean the tank area with isopropyl alcohol and let dry before applying the adhesive pads.

TankMaster Unit Mounting

- The TankMaster can either be attached to the tank either with the double-sided adhesive pads or mounted on a nearby wall or structural surface.
- Keep it within reach of all four sensor leads.
- Ensure access to the USB-C power connector.
- Select **a dry location that will stay dry**, such as inside the RV interior or in a protected storage compartment that is protected from direct spray, heavy condensation, or excessive heat
- The TankMaster enclosure is not waterproof. If it must be installed in an area that may be exposed to moisture, **it must be properly protected and/or sealed to prevent water intrusion.**

Cable Routing and Power Access

- Route sensor cables neatly along tank surfaces, avoiding sharp bends, heat sources, and moving parts.
- Connect the USB power lead last, after all sensors are installed and secured.

Environmental Considerations

The TankMaster enclosure is designed for dry, enclosed compartments and is not weatherproof or watertight. If installation in an exposed area is unavoidable, apply a suitable silicone sealant around cable entry points, seams, and LED openings to help protect the electronics. Avoid mounting in areas exposed to direct spray, standing water, heavy condensation, or prolonged high humidity.

Keep the unit within Bluetooth range (typically up to 30 ft) of your mobile device or a 100' of your RV's Wi-Fi router.

Mounting

Once you've confirmed sensor operation and planned your layout, you're ready to mount the TankMaster and attach the sensors to the tank.

Mounting the TankMaster Sending Unit

1. Select a location
 - Mount the TankMaster **in a dry location that will stay dry**, such as inside the RV interior or in a protected storage compartment.
 - The TankMaster enclosure is not waterproof. If it must be installed in an area that may be exposed to moisture, **it must be properly protected and/or sealed to prevent water intrusion.**
 - Mount the unit on the top or side of the tank, or on a nearby wall, bracket, or frame surface.
 - Ensure the TankMaster is:
 - Within reach of all connected sensor leads
 - Near your planned USB-C power source
 - Protected from direct spray, heavy condensation, or excessive heat
2. Clean the surface
 - Clean the mounting area to ensure a good adhesion.
3. Mount the unit
 - Use two included 3M double-sided mounting pads to secure the TankMaster to the mounting surface.
 - If installed in a location where water/moisture may be present, apply a small bead of silicone sealant over the LED openings, around the cable entry points and lid for added protection.
4. Verify clearance and access
 - Leave room to plug in and disconnect the USB-C power cable.
 - Ensure the status LED is visible for setup and diagnostics.

Mounting the Contactless Sensors

Each TankMaster includes four pre-wired threshold sensors for one tank. These should be installed vertically along the side of the tank using the supplied adhesive pads.

5. Prepare the tank surface

- Select a smooth, flat area of the tank wall.
- Clean the area to remove any dirt, oil, or residue.
- Allow the surface to dry completely before attaching sensors.

6. Apply the adhesive pads

- Peel the protective backing from a 3M adhesive pads.
- Align the pad on the back of each sensor and press firmly for several seconds to ensure good adhesion.

7. Position and attach sensors

- Start with the lowest sensor (S1) near the bottom of the tank (the “empty” level).
- Space the remaining sensors evenly up the side of the tank, ending with S4 near the top (“full” level).
- Press each sensor firmly against the tank wall for a secure bond.

8. Secure cables

- Route the sensor cables neatly along the tank surface.
- Use cable clips or zip ties to prevent strain or vibration wear.
- Avoid tight bends, sharp edges, or routing near high-heat areas.

Power Connection

1. Plug the USB-C power cable into the TankMaster unit
2. Connect the other end to a 5 V DC USB power source, such as an RV’s 12 V-to-5 V DC converter, a vehicle USB port, or a USB battery pack.
3. When powered, the LEDs will flash to indicate operation.

LED	Color	Function
1	Red	Status - Flashes when running
2	Blue	Bluetooth/BLE - Flashes when advertising and listening for the app to connect, solid when connected to a Bluetooth client
3	Green	Wi-Fi - Flashes to indicate operating, solid when connected to configured Wi-Fi access point

Post-Installation Check

Power and Connectivity

- Plug the USB-C power cable into the TankMaster unit.
- Confirm that the Status LED (red) is flashing to indicate normal operation.
- Verify that the Bluetooth (blue) and Wi-Fi (green) LEDs indicate connection as expected (e.g. flash or are on).

- Open the RiVöt TankMaster App to confirm that the unit appears and that live data updates are being received.

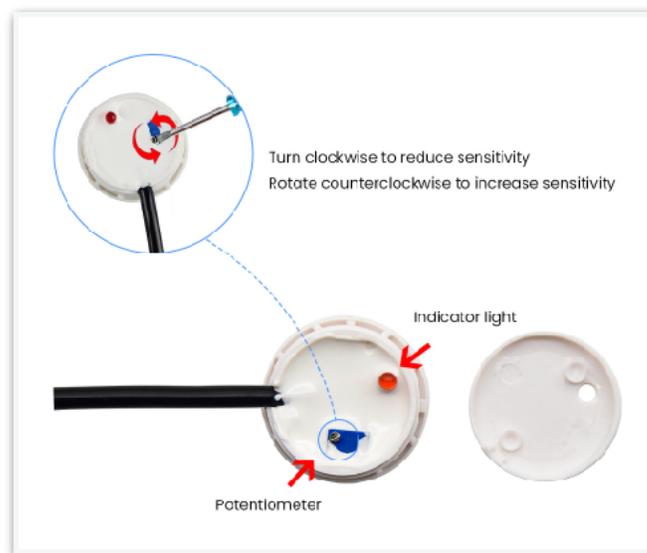
Verify Sensor Operation

- Observe the red LED indicator on each sensor. The LED will illuminate when the sensor detects liquid.
- Press each sensor gently against the tank or hold it over a filled area to confirm detection.
- Verify that the app display reflects each sensor's change in state (ON/OFF).

Adjusting Sensor Sensitivity (if needed)

Each contactless sensor includes a sensitivity adjustment potentiometer and a red indicator light, as shown below. The sensitivity potentiometer is accessed by gently prying off the cover of the sensor as shown in the figure below.

- **Purpose:** Adjusting sensitivity allows the sensor to compensate for different tank wall thicknesses or buildup (e.g., residue, scale, or sludge) that can affect detection accuracy.
- **Tool Required:** Small Phillips or precision screwdriver.



Adjustment Procedure

1. Ensure the TankMaster is powered and the sensor LEDs are visible.
2. To decrease sensitivity (reduce detection range), turn the potentiometer counterclockwise slightly.
3. To increase sensitivity (extend detection range), turn the potentiometer clockwise slightly.

4. After each adjustment, test the sensor by placing it against a full section of the tank and observing the red LED. The LED should light when fluid is present and turn off when moved away.
5. Repeat as needed for all sensors until each one detects fluid consistently through the tank wall.

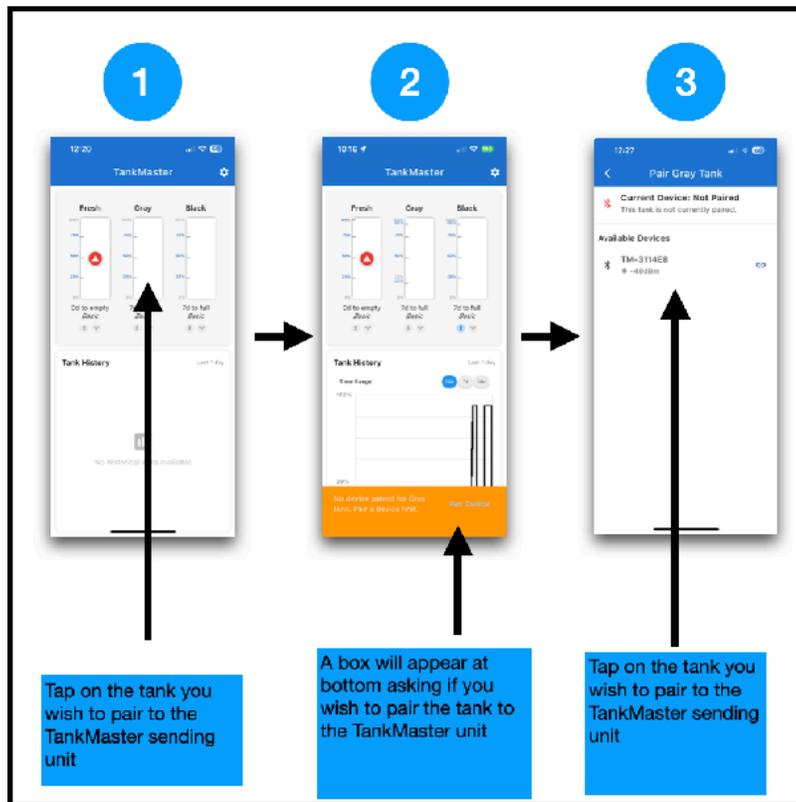
Configuring via the TankMaster App

Once your TankMaster unit is mounted and powered, use the RiVöt TankMaster App to pair, configure, and monitor your tanks.

The app provides real-time status updates, historical data, and predictive insights to make managing your RV's tanks simple and reliable.

Pairing Your TankMaster

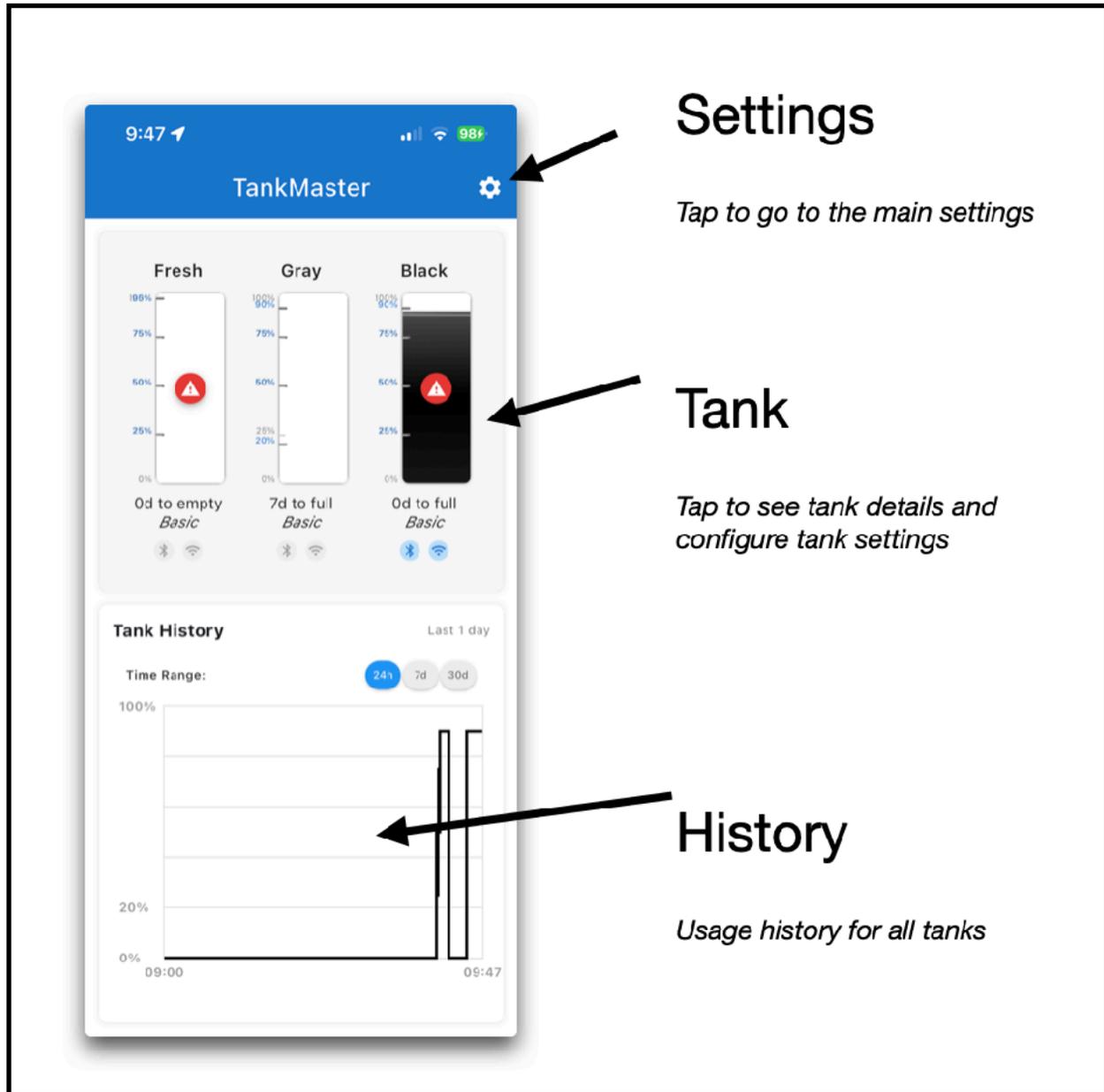
1. Power up the TankMaster
2. Open the TankMaster App on your iOS or Android device.
3. Select a Tank to Pair



4. Complete Pairing

Configuring Your Tank

After pairing, tap on the paired tank in the app to view its details and adjust the settings.

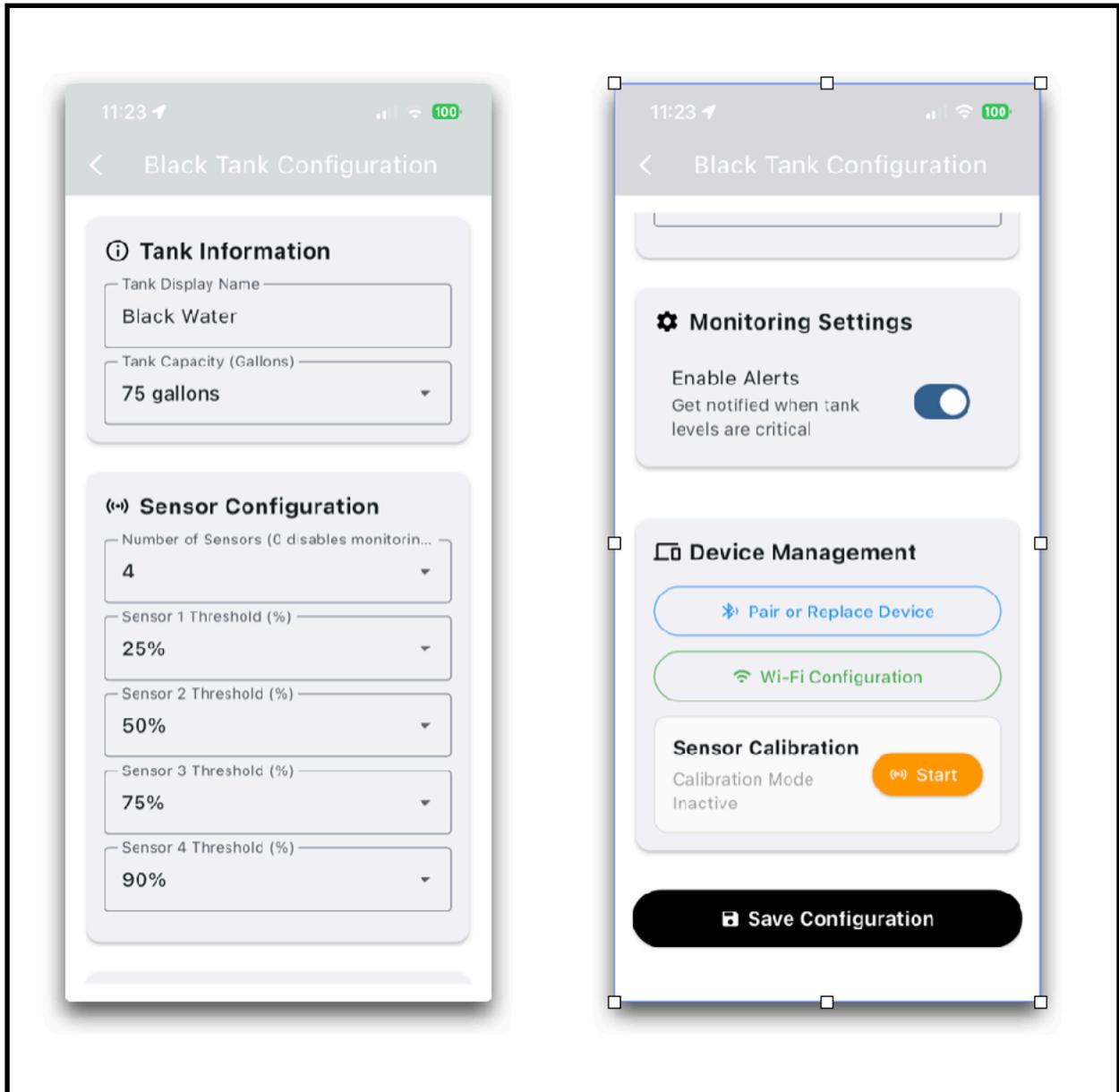


Tank Details

Tank Information

- **Tank Display Name** - Update the name of the tank you as you would like it displayed.

- **Tank Capacity** - Adjust the tank capacity to match the size of your tank. The capacity is used to calculate when the tank will reach capacity or emptied based on the historical usage.



Sensor Configuration

- **Number of Sensors** - Adjust as needed to match the number of sensors attached to the tank. The default is 4.
- **Sensor Thresholds** - Review or adjust the thresholds for the sensors (low, mid-low, mid-high, high) to match their placement on the tank.

Monitoring Settings

- **Alerts** - Enable local alerts or notifications when the level in the tank reaches a critical level (Black and Gray when the highest sensor is active, Fresh when none of the sensors are active).

Device Management

- **Pair or Replace Device** - Unpair current TankMaster and either re-pair or select a different TankMaster to pair with the tank.
- **Wi-Fi Configuration** - Follow the prompts to connect your TankMaster to your local Wi-Fi network for extended range. Select the SSID and provide the password (if needed) that you wish the TankMaster to connect to.
- **Sensor Calibration** - On earlier versions of the TankMaster firmware this will power on the sensors for up to 5 minutes to make the sensor's LED illuminate when liquid is detected to aid in positioning the sensors and adjusting the sensitivity. On newer versions of the firmware, the sensors are always powered and this has no effect.

Settings

Device Management

Displays the TankMaster's Bluetooth name and firmware version. If a newer version of firmware is available it will be shown with the option to update the firmware on the TankMaster. The firmware updates are done directly between the App and the TankMaster and do not need Internet connectivity. The local Wi-Fi will be used if App is connected to the same Wi-Fi SSID as the TankMaster, otherwise it will use Bluetooth.

Network & Connectivity

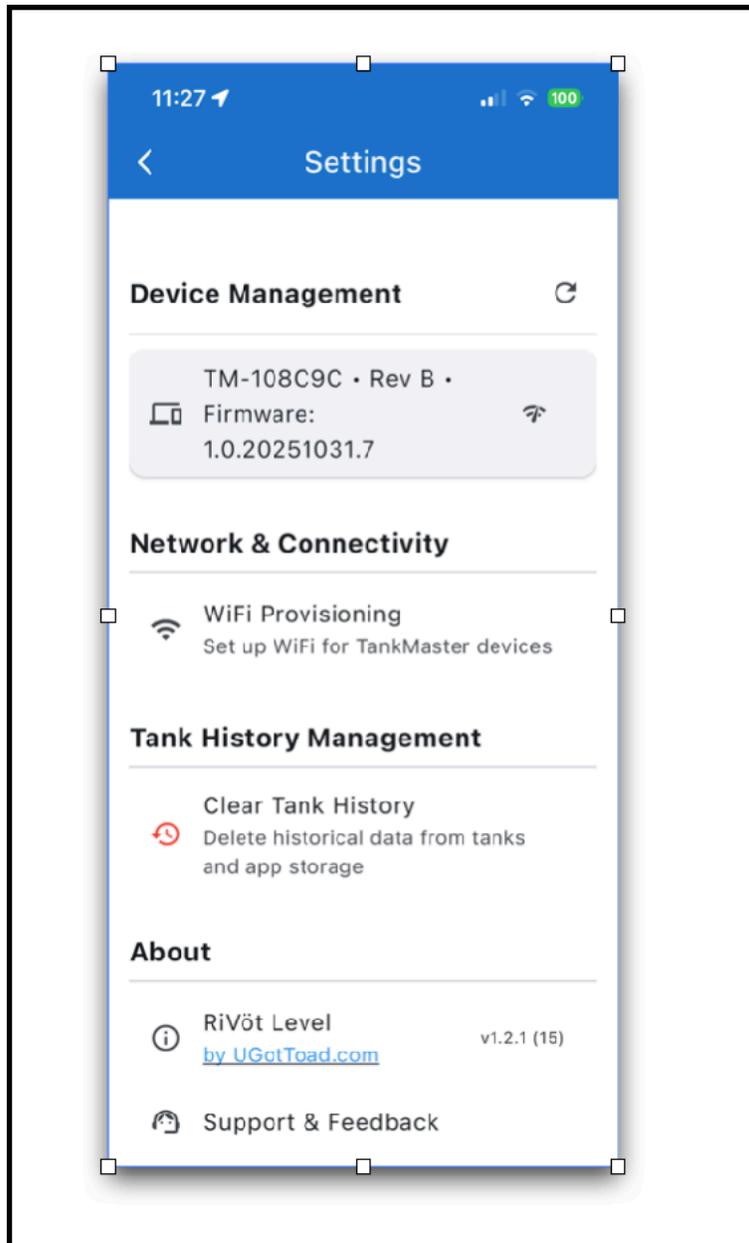
Manually provision the Wi-Fi settings for the TankMasters to configure the TankMaster to use a Wi-Fi SSID that is not visible or currently available.

Tank History Management

Clear the historical sensor data that has been collected. The TankMaster device saves locally three (3) days worth of sensor data, and the app stores the last 30 days.

About

Learn how to get support, if needed.



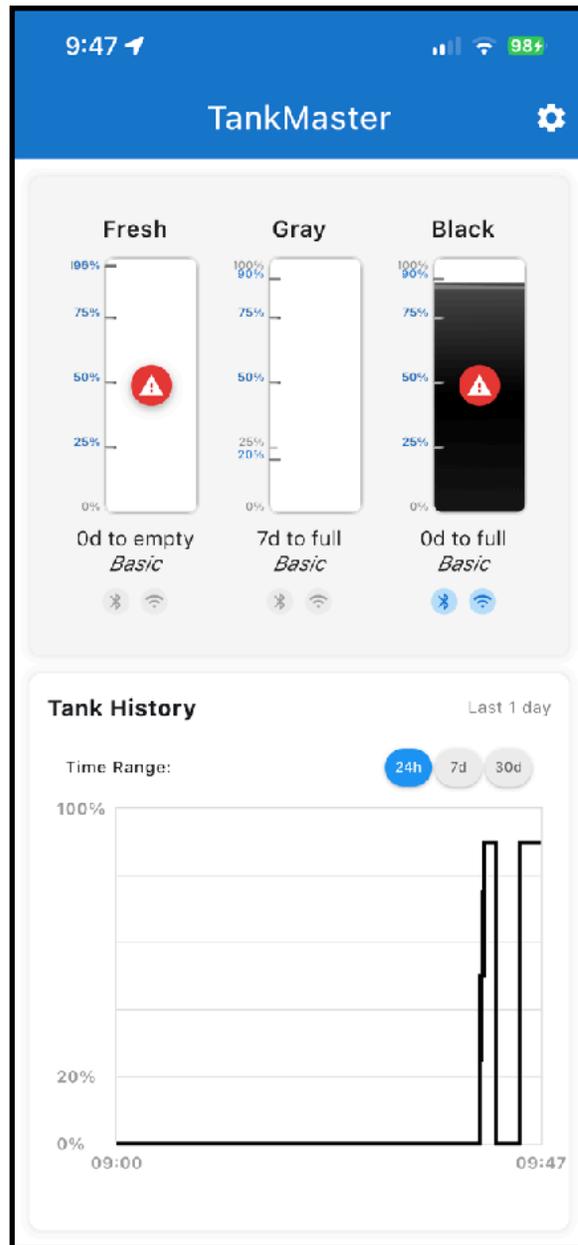
Using the App to Monitor Your Tank

Once your TankMaster units are configured, the RiVöt TankMaster App provides real-time monitoring, historical tracking, and smart usage predictions — whether you're connected via Bluetooth nearby or checking updates over Wi-Fi.

Real-Time Updates

The TankMaster app continuously communicates with your sending units to keep your tank readings up to date.

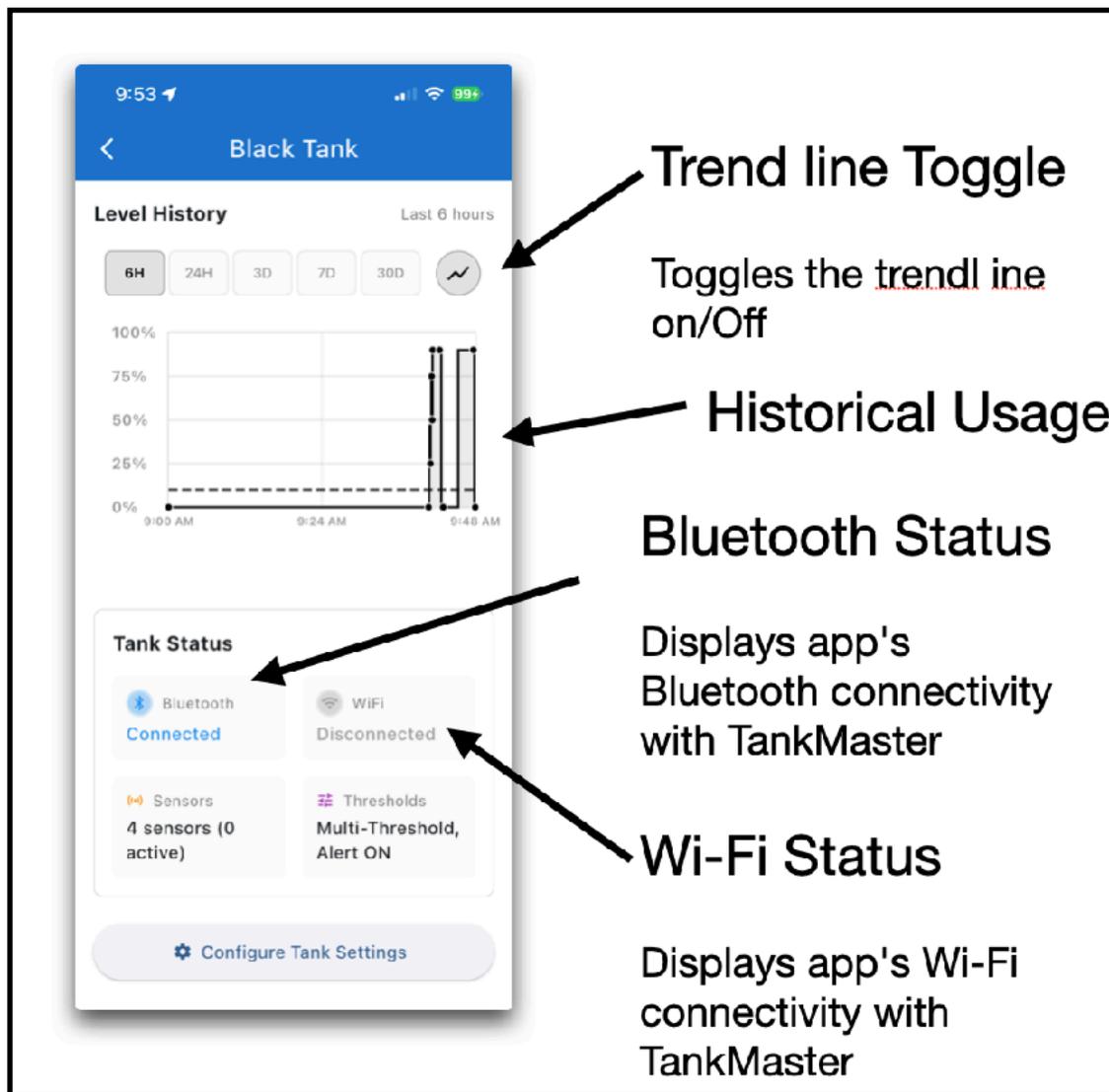
- The app runs in both the foreground (when open) and background, maintaining a low-power connection for periodic updates.
- Each time a sensor crosses a threshold (for example, when the water level rises above or drops below one of the four sensor positions), the TankMaster immediately sends a data update to the app.
- The main dashboard displays the current tank levels for Fresh, Gray, and Black tanks, each represented by a vertical gauge.



Historical Data & Trends

The app maintains a 30-day rolling history of tank level data for each configured sensor.

- Access the history by tapping on any tank gauge.
- Use the time range selector to view data for the past 6 hours, 24 hours, 3 days, 7 days, or 30 days.
- The graph shows how the fluid level has changed over time, allowing you to spot patterns in water use or tank fill rate.
- This history is stored locally on your device — no cloud connection is required.



Alerts & Notifications

When alerts are enabled, the TankMaster app monitors your tanks even while running in the background.

- Fresh Tank: You'll receive a notification when the tank reaches the low-level threshold.
- Gray and Black Tanks: Notifications are sent when tanks reach their high-level thresholds.
- Alerts are configurable per tank in the Settings → Tank Configuration screen.
- Notifications appear instantly on your mobile device if Bluetooth or Wi-Fi connectivity is active.

Predictive Estimates

The TankMaster app automatically analyzes historical sensor data to estimate future tank conditions.

The time-to-empty or time-to-full estimate appears beneath each tank gauge. Estimates are labeled as either:

- Basic – Calculated using a limited history (fewer data points).
- Smart – Based on extended historical data for improved prediction accuracy.
- Over time, as more data is collected, the app transitions from Basic to Smart estimates automatically.

These predictions help you plan ahead — knowing, for example, how many days remain before refilling your fresh water or emptying your waste tanks.

TankMaster Web Interface

The TankMaster includes an integrated web-based control panel that allows you to view device status, sensor readings, and perform firmware updates directly from any web browser connected to the same Wi-Fi network.

Accessing the Web Interface

1. Connect the TankMaster to Wi-Fi
 - During setup, use the TankMaster App to configure the Wi-Fi SSID and password.
 - Once connected, the Wi-Fi LED (green) will turn solid.
2. Determine the Device IP Address

- Open the TankMaster App and navigate to the tank details screen and tap on the Wi-Fi status to see the IP address assigned to the TankMaster.

3. Open a Browser

- On any phone, tablet, or computer connected to the same Wi-Fi network, open a web browser.
- Enter the IP address of the TankMaster in the address bar (e.g. http://192.168.1.105).
- The TankMaster Control Panel will appear.

Web Interface Overview

The control panel is organized into several sections:

Device Status

- Displays general information about the TankMaster, including:
- Device Name and Serial Number
- Firmware Version and Build
- MAC Address
- Wi-Fi Connection Status (SSID and signal strength)
- External Power Status and Uptime

Tank Readings

- Shows the latest reported sensor levels:
- Sensor 1–4: Displays each sensor's percentage level or ON/OFF status

OTA Status

- Provides information about the device's firmware state:
- Current firmware validation status
- Whether a rollback image is available
- Free flash memory available for new firmware uploads

Performing a Firmware Update

Firmware updates can be applied two ways:

Method 1: Update from URL

- In the Firmware Update section, enter the full URL of the .bin firmware file.
- Click Update from URL.
- The TankMaster will download and verify the firmware, then automatically restart.

Method 2: Upload Binary File

- Click Choose File to select a .bin firmware image stored on your computer.
- Click Upload Firmware to transfer the file directly to the device.
- Once upload completes, the unit will reboot and begin running the new firmware.

 Warning: Firmware updates will restart the device. Make sure no critical operations are in progress.

Quick Links

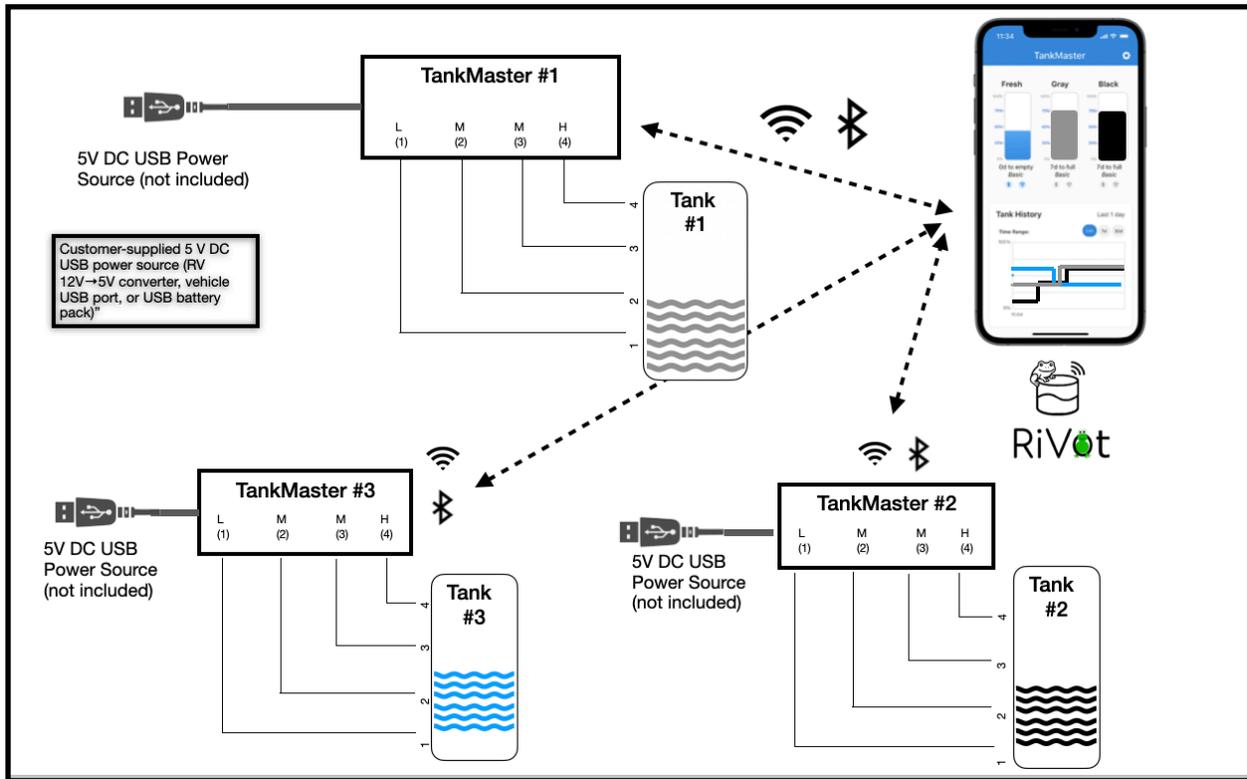
- At the bottom of the control panel, you'll find direct JSON data endpoints for advanced users:
- View OTA Status (JSON) – Displays firmware validation information.
- Device Status (JSON) – Shows full device status in structured JSON format.
- Sensor History (JSON) – Returns recent sensor data logged by the TankMaster.

These are useful for integration with external dashboards or home automation systems.

Web Interface Access Note

- Works on any modern browser (Chrome, Safari, Edge, Firefox).
- No Internet connection is required once your device and browser are on the same local network.
- For security, the control panel is accessible only while the device is connected to your private network; it cannot be reached externally unless manually port-forwarded.
- The interface automatically refreshes periodically to display current sensor data and uptime.

Technical Specifications



Parameter	Specification
Product Name	RiVöt TankMaster
Function	Wireless RV Tank Monitoring System
Tank Coverage	One TankMaster per tank
Supported Tanks	Non-metallic tanks up to 20 mm thick
Number of Sensors	4
Sensor Type	Capacitive
Power Input	5V DC via USB-C, 4.75 V - 5.25 V DC
Typical Current Draw	~200 mA (Bluetooth & Wi-Fi Active and 4 sensors attached)
Peak Current Draw (Wi-Fi/Bluetooth transmitting)	Up to 400 mA
Wireless Interfaces	Bluetooth Low Energy (BLE 4.2), Wi-Fi (2.4 GHz 802.11 b/g/n - Wi-Fi 4)

Wireless Interfaces	Bluetooth Low Energy (BLE 4.2), Wi-Fi (2.4 GHz 802.11 b/g/n - Wi-Fi 4)
Wireless Range	BLE up to 30 ft (9 m) / Wi-Fi up to 100 ft (30 m)
LED Indicators	Status (Red), Bluetooth (Blue), Wi-Fi (Green)
Dimensions	5.5" x 3.5" x 1.5" (140 mm x 89 mm x 38 mm)
Weight	~8 ounces (227 grams)

Regulatory & Compliance

FCC Statement (United States)

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio-frequency energy. If not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Modular Approval Note:

This product incorporates a pre-certified Espressif ESP32 radio module (FCC ID: 2AC7Z-ESP32WROOM32E) that complies with FCC Part 15 Subpart C requirements for intentional radiators. The TankMaster host product has been evaluated under

Part 15 Subpart B (Class B, Unintentional Radiator) using the certified module in its final configuration and was found to comply with the applicable limits.

Changes or modifications not expressly approved by Puffball Designs LLC could void the user's authority to operate this equipment.

Powering Note (for Part 15.107(d) clarity)

This product is designed to operate only from **external 5 V DC sources** such as RV 12 V-to-5 V DC converters, vehicle USB ports, or USB battery packs. **No AC power adapter is included or required.**

Responsible Party (U.S.):

Puffball Designs LLC

Stafford, VA 22554

www.puffballdesigns.com

Email: info@puffballdesigns.com

Phone: (623) 688-8259

RF Exposure Statement

This equipment contains a low-power radio transmitter. It should be installed and operated with a minimum distance of 20 cm (8 inches) between the radiator and any person to ensure continued compliance with FCC RF exposure requirements.

Support & Warranty

Product Support

If you need help with setup, configuration, or troubleshooting, we're here to assist.

Please visit our support page at

👉 <https://UGotToad.com/support/>

or email us directly at support@ugottoad.com

Our support team will do their best to help — whether by email, message, or phone — to get your system working properly and ensure you're satisfied with your TankMaster product.

RiVöt 1-Year Limited Warranty

Manufacturer: Puffball Designs LLC

Products Covered: RiVöt TankMaster and RiVöt Level

1. Warranty Coverage

Puffball Designs LLC warrants that RiVöt TankMaster and RiVöt Level hardware products will be free from defects in materials and workmanship under normal, intended use for one (1) year from the original date of purchase.

If a covered defect arises within the warranty period, Puffball Designs LLC will, at its option, repair or replace the product at no charge.

Replacement products may be new, refurbished, or functionally equivalent models, at the discretion of Puffball Designs LLC.

2. Who Is Covered

This warranty applies only to the original retail purchaser and is not transferable. This warranty is valid only for purchases made from Puffball Designs LLC or authorized resellers. Purchases from unauthorized sellers or second-hand marketplaces are not covered.

3. What Is Not Covered (Environmental, Installation & Use Exclusions)

This warranty does not cover failures or damage caused by improper installation, misuse, or environments the product was not designed for. Exclusions include, but are not limited to:

Water Exposure / Submersion

Damage caused by liquid intrusion including immersion in tanks, flooding, pressure washing, or heavy water spray.

Exterior / Road Spray Exposure

Failures resulting from mounting the device in unprotected exterior locations (such as under-carriage areas, frames, trailers, or wheel wells) where it may be subjected to direct road spray, mud, or impact from road debris.

Marine & Coastal Environments

Damage caused by saltwater, salt spray, or salt-laden air (including coastal environments).

These products are not Marine-Grade. This exclusion applies even if installed in an interior cabin or locker of a marine vessel.

Chemical Exposure

Damage resulting from exposure to road-deicing chemicals, corrosive cleaners, harsh tank chemicals, or other chemical contamination.

Electrical Misuse

Damage caused by incorrect wiring, incorrect voltage input, power surges, improper grounding, reverse polarity, or improper RV electrical systems.

Installation Damage / Improper Use

Damage resulting from improper installation, modification, unauthorized repair, tampering, or operation outside published specifications.

Commercial / Fleet / Rental Use

This warranty does not cover products used in commercial, rental, fleet, or business applications.

Normal Wear & Consumable Items

This warranty does not cover:

- normal wear and tear
- cosmetic damage, fading, scratches, discoloration
- adhesive or mounting material wear or failure
- environmental aging

Software / Firmware

This warranty does not cover software, firmware, mobile apps, or any data loss associated with the use of the product.

4. How To Obtain Warranty Service

To submit a warranty claim, contact:

support@ugottoad.com

Please include:

- Proof of Purchase (Amazon Order ID or original receipt)
- Photos clearly showing installation location and failure
- Brief Description of the issue

Puffball Designs LLC may require the product to be returned for inspection before a warranty determination is made.

Shipping Responsibility:

The customer is responsible for shipping the defective product to Puffball Designs LLC. If the claim is approved, Puffball Designs LLC will cover the cost of shipping the replacement product to the customer.

5. Limitation of Liability

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, PUFFBALL DESIGNS LLC SHALL NOT BE LIABLE FOR ANY INCIDENTAL, INDIRECT, SPECIAL, OR CONSEQUENTIAL DAMAGES—INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, LOSS OF USE, OR DAMAGE TO VEHICLES, HOLDING TANKS, PROPERTY, OR OTHER EQUIPMENT—ARISING FROM USE OR INABILITY TO USE THE PRODUCT, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

IN NO EVENT SHALL THE TOTAL LIABILITY OF PUFFBALL DESIGNS LLC EXCEED THE ORIGINAL PURCHASE PRICE PAID FOR THE PRODUCT.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so these limitations may not apply in certain cases.

6. Legal Rights & Implied Warranty Statement

This warranty gives you specific legal rights, and you may also have other rights which vary by state.

Puffball Designs LLC does not disclaim implied warranties under applicable law; however, any implied warranties (including merchantability and fitness for a particular purpose) are limited to the duration of this Limited Warranty.

7. Governing Law

This warranty is governed by the laws of the State of Virginia, without regard to conflict-of-law principles.