

WATER PURIFIER LIMITED FACTORY WARRANTY

Each water purification unit listed below is guaranteed on a pro-rata basis against factory defects only. This warranty only applies to the **water purifier media bed (replaceable purification unit or cartridge)** and does not cover the housing, connecting components and accessories.

The warranty period for each unit is determined by the minimum expected longevity of each particular model. Please see table below for the minimum expected longevity of each H2O International water purifier covered by this warranty, when installed and used for domestic purposes.

When used in a commercial setting a water purifier has more water pass through it in a relatively shorter time period than it is initially designed for, and therefore the minimum expected longevity will be shorter than when it is used in a domestic application. Therefore when installed for a **commercial application** the warranty period is calculated as **half** the normal, domestic warranty period for that particular water purifier model.

When **Whole-house** water purification systems in particular (IL6, IL6-35, IL7, IL9) are used for **bottling plants**, the water production far exceeds the original design capabilities of these units, and therefore in these cases the warranty period is calculated as **one third** of the normal domestic warranty period for these particular water purifier systems.

Units returned to H2O International SA within the warranty period due to factory defects will be replaced with new units, however a pro-rata charge for the period of effective use of that system will be applicable.

The pro-rata charge for the period of effective use is calculated by dividing the **retail value at date of purchase (excluding specials)** of the replaceable water purification cartridge of your particular model by the **warranty period or minimum expected longevity** of that model in months, and then multiplying that pro-rata value by the amount of months of effective use.

Example - Domestic Application: A water purifier cartridge with a current retail value of R 1,200.00 Incl. VAT needs to be replaced due to a factory defect after 6 months of effective use. The minimum expected longevity (and therefore warranty period) of this particular model of water purifier is 12 months. *Pro-rata charge calculation:* 1200 divided by 12 equals 100. R 100.00 multiplied by 6 months effective use equals a total pro-rata charge of R 600.00

Example – Commercial Application: A water purifier cartridge with a current retail value of R 3,600.00 Incl. VAT is installed in a coffee shop and needs to be replaced due to a factory defect after 6 months of effective use. The warranty period for this particular unit in domestic applications is 36 months, therefore the warranty period for this unit in commercial applications will be 18 months (36 divided by 2). *Pro-rata charge calculation:* 3600 divided by 18 equals 200. R 200.00 multiplied by 6 months effective use equals a total pro-rata charge of R 1,200.00.

The H2O International SA Pro-rata Warranty applies to the following water purification systems:

<u>H2O International Water Purifier Model</u>	<u>Minimum Expected Longevity / Warranty Period</u>
• E-PCT, E-RC	8 months
• PCT, RC, E-RCT, E-RCT-D E-RUS, E-RUS-D, E-SHO	12 months
• RCT, RCT-D, RCT Deluxe, E-CT, RUS, RUS-D, RUS-T	18 months
• E-CTP, E-CTP-US, E-CTP-US-S	24 months
• CTP, CTP-US, CTP-US-S, US4-S IL6*, IL6-35*, IL7*, IL9*	36 months
*(Re-packs)	

Note 1: Minimum Expected Longevity / Warranty Period for all units above is divided by **two** when units are installed in **commercial applications**.

Note 2: Minimum Expected Longevity / Warranty Period for all Whole-house systems (IL6, IL6-35, IL7, IL9) is divided by **three** when units are installed in **bottling plant applications**.

- All units returned to H2O International SA for warranty claims must be returned post paid. H2O International SA will pay shipping on the replacement unit.
- Water purifiers must only be installed on or used with water from a municipally treated water system where the incoming/raw water complies with SABS Standards & Criteria for Potable Water Quality for warranty to be valid.
- All H2O International water purification systems must be correctly maintained and regularly serviced according to product specifications for the warranty to be valid.
- Sediment pre-filters must be installed on the incoming water line before the water purification unit (either separately or as part of the complete system) and serviced regularly and to product specifications for the warranty to be valid.
- Because of the inconsistencies in the quality of municipal water, H2O International SA recommends that all replaceable water purification units be replaced within the average longevity period specified for each unit.
- Pressure reducing valves for under-counter units are factory pre-set, and tampering with the pressure reducing valve will void the warranty.
- Not installing the correct H2O International pressure reducing valve before any in-line, under-counter or whole-house water purification system will void the warranty.
- Pressure regulating valves must be replaced every 5 years or sooner as required to prevent any possible leaking or damage due to high water pressure spikes.
- Warranty will only be valid if genuine H2O International parts and filters have been installed.
- All water purifications units and piping must be installed indoors or undercover, and away from direct sunlight and prolonged exposure to extreme environmental conditions (i.e. extreme heat or cold, rain etc).
- H2O International SA is not liable for any costs incurred due to service calls, media bed / cartridge changes or installations of products relating to warranty claims.
- All warranty claims must be accompanied by a copy of the original commercial invoice for the product in question, for warranty claim to be accepted.
- Warranty claims on Whole-house systems will only be valid for systems that have been correctly sized according to the product specifications of these particular units on the H2O International SA website – www.h2o.co.za

WARRANTY CARD

Please Print Clearly

Important: This is your authorized Warranty Record. This card must be completed, **signed**, and returned to H2O International SA (Pty) Ltd or one of its Franchises to validate the warranty on your water purification unit. Without complete, accurate information, your warranty may not be valid.

Name _____ Phone _____

Address _____

Town _____ Code _____

Model Name _____

Original Invoice # _____ Date of Purchase _____

Company/Franchise purchased from _____

I have read, understand and agree to the terms of the H2O International SA warranty policy.

Signed: _____

This unit was installed in a: Residential Dwelling Commercial Business Bottling Plant

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FAMILY & FRIENDS REFERRALS

Help your friends enjoy the many great benefits of a healthy life with H2O International SA products

Name _____ Tel _____

Name _____ Tel _____

Name _____ Tel _____

Name _____ Tel _____

Name _____ Tel _____

Sales Person _____

Date _____

Toll Free: 0800 4 WATER (92837)

