

# Ultrefina Standard Product Warranty - We stand behind our products

Thank you for selecting Ultrefina Canada Corp. and our premium water treatment systems. This document reflects our commitment to quality, engineering integrity, and long-term product reliability.

Subject to the terms, conditions, and limitations set forth herein, your water treatment system is warranted solely to the original end user, when installed in strict accordance with Ultrefina specifications and applicable installation guidelines, against defects in materials and workmanship from the date of original installation.

This warranty is provided in lieu of all other representations and is subject to the full terms and conditions outlined in this warranty guide.

For a period of life time	<ul style="list-style-type: none"> <li>Molded system manifold (RO &amp; UF)</li> </ul>
For a period of ten years	<ul style="list-style-type: none"> <li>Stainless steel faucet (RO &amp; UF)</li> <li>Water softener /Conditioner vessel</li> <li>Softener/Conditioner high-efficiency Circuit board, Control Valve body (excluding internal parts), Brine Tank, Brine Valve</li> </ul>
For a period of five years	<ul style="list-style-type: none"> <li>Stainless Steel Prefiltration System (conditions apply)</li> <li>RO Electric Pump System; Pressurized Water System</li> <li>Smart Digital Faucet (RO)</li> <li>PCBs &amp; associated LEDs and displays (RO)</li> <li>Meter/Sensor/Probe, if so equipped on certain models (WS/C)</li> </ul>
For a period of one year	<ul style="list-style-type: none"> <li>Filters &amp; Membranes (RO &amp; UF)</li> <li>The entire RO/UF drinking system</li> <li>The entire water softener/Conditioner System</li> </ul>

## 1. Warranty Coverage

Ultrefina Canada Corp. (“Ultrefina”) warrants that, for the applicable warranty period, its water treatment products shall be free from defects in materials and workmanship under normal use and service, when properly installed and operated in accordance with Ultrefina’s instructions.

If a component is determined by Ultrefina or its independently operated authorized dealer to be defective during the warranty period, Ultrefina shall, at its sole discretion:

- Repair the defective component, or
- Replace the defective component with a new or refurbished equivalent part.

All warranty service must be performed following an inspection scheduled during normal business hours at the installation site.

### Customer Responsibility:

- Freight or shipping charges to and from Ultrefina or its authorized service location are the responsibility of the customer.
- Any on-site service or dealer labor fees may apply unless otherwise expressly stated in writing.

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### 2. Warranty Exclusions (What Is Not Covered)

This warranty does not apply to damages, failures, or performance issues resulting from, including but not limited to:

- Accidents, fire, flooding, freezing, lightning, earthquakes, or other natural disasters (“acts of God”)
- Misuse, abuse, neglect, or improper handling
- Improper installation, incorrect application, or operation outside published specifications
- Unauthorized modifications, repairs, or disassembly
- Use of non-approved replacement parts, accessories, or consumables
- Exposure to oxidizing agents or chemicals, including but not limited to chlorine, chloramine, ozone, or similar disinfectants beyond specified limits
- Operation with water conditions outside design parameters (including but not limited to overly high pressure, abnormal hardness, high iron, manganese, hydrogen sulfide, extreme pH, or excessive total dissolved solids)

### 3. Stainless Steel Prefiltration System – Limited Warranty Conditions

304 stainless steel filter housings are subject to specific environmental limitations. Under certain water conditions, localized corrosion such as pitting corrosion or crevice corrosion may occur.

As such, stainless steel housings installed in environments with any of the following conditions are subject to a **limited warranty period of three (3) years**:

- Elevated chloride concentrations (including salt ions)
- Chloramine, chlorine, or other oxidizing disinfectants
- High total dissolved solids (TDS)
- Low pH (acidic water conditions)
- Elevated temperature or pressure conditions
- Hydrogen sulfide (rotten egg odor)
- Iron bacteria or biological fouling / biofilm formation

Ultrefina does not warrant corrosion resistance in aggressive or non-standard water environments unless explicitly stated in product specifications.

### 4. Water Quality Disclaimer

Water quality may vary significantly due to geographic location, seasonal variation, municipal treatment changes, or source water fluctuations. System performance may therefore vary over time.

Ultrefina does not guarantee that any system will continue to meet specific performance expectations if water conditions change after installation.

This warranty does not extend to systems used with non-potable water sources unless explicitly certified for such use.

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### 5. Limitation of Liability

To the maximum extent permitted by applicable law:

- All implied warranties, including but not limited to warranties of merchantability and fitness for a particular purpose, are expressly disclaimed.
- Where implied warranties cannot be disclaimed, such warranties are limited in duration to one (1) year or the shortest period permitted by law.
- Ultrefina's sole obligation under this warranty is limited to repair or replacement of defective parts as described herein.

Under no circumstances shall Ultrefina be liable for any:

- Direct, indirect, incidental, consequential, special, punitive, or exemplary damages
- Loss of use, loss of income, loss of business, or property damage
- Costs associated with water damage, installation labor, or removal/reinstallation
- Claims arising from improper system selection or water analysis assumptions

### 6. Warranty Void Conditions

This warranty is automatically void if:

- The product is installed outdoors unless explicitly rated for outdoor use
- The product has been altered, tampered with, or repaired by unauthorized persons
- Proof of purchase cannot be provided
- The product is used beyond its intended operating parameters
- Damage is determined to be cosmetic (including scratches, dents, or surface wear from maintenance)
- The product is installed or serviced by non-authorized personnel
- No manufacturing defect is found after inspection by Ultrefina or its representatives
- The warranty period has expired

### 7. Inspection and Claim Conditions

All warranty claims are subject to inspection and verification by Ultrefina or its authorized representatives. Ultrefina reserves the right to determine whether a defect exists and whether it is covered under warranty.

Products deemed non-defective may be returned at the customer's expense, and applicable inspection/service fees may apply.

### 8. Legal Rights

This warranty provides you with specific legal rights. You may also have other rights which vary by province, state, or jurisdiction.

Some jurisdictions do not allow limitations on implied warranties or exclusion of incidental or consequential damages; therefore, certain limitations above may not apply in those areas.

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### 9. Governing Law

This warranty shall be governed by and interpreted in accordance with the laws of the Province of Ontario and the applicable laws of Canada, without regard to conflict of law principles.

Any disputes arising under or in connection with this warranty shall be subject to the exclusive jurisdiction of the courts of Ontario, Canada.

### 10. Force Majeure

Ultrefina shall not be liable for failure or delay in performance caused by circumstances beyond its reasonable control, including but not limited to supply chain disruptions, labor disputes, natural disasters, government actions, or transportation failures.

### 11. Contact for Warranty Service

All warranty service requests must be directed to the independently operated Ultrefina dealer from whom the product was purchased.