ULTREFINA CANADA CORP.

LIMITED PRODUCT WARRANTY

IMPORTANT WARRANTY INFORMATION

This Limited Product Warranty (the "Warranty") is provided by Ultrefina Canada Corp. ("Ultrefina", "we", "us" or "our") for eligible water treatment products sold under the Ultrefina brand for ordinary residential use. It describes the limited repair-or-replacement commitment offered by Ultrefina, subject to the terms below.

This Warranty is in addition to, and does not replace, restrict or exclude any rights or remedies that cannot lawfully be excluded or limited under applicable consumer protection, sale of goods or other mandatory legislation. If any provision conflicts with a non-waivable legal right, applicable law prevails to the extent of the conflict.

Please retain your dated invoice, installation record, and maintenance records. Read this Warranty together with the product specifications, installation instructions, operating manual and any written terms provided at the time of sale.

WARRANTY COVERAGE AT A GLANCE

Unless a product-specific written warranty states otherwise, the following periods apply to eligible products purchased new from Ultrefina or an authorized Ultrefina dealer for ordinary residential use. Periods apply to the named components only and do not extend the warranty period for the entire system.

Warranty period	Covered component / product	Important qualification
20 years	Molded system manifold (RO and UF systems)	Manifold component only; original purchaser; residential use; parts coverage only.
10 years	Water softener / conditioner pressure vessel	Vessel only; excludes corrosion or damage caused by unsuitable water or external conditions.
10 years	Water softener / conditioner control valve body	Control valve body only; excludes internal moving parts, seals, injectors, pistons, spacers, board, motors and other wear items unless expressly listed.
10 years	Brine tank and brine valve	Named components only; excludes routine cleaning, salt-related maintenance and consumables.
5 years	Stainless-steel faucet (RO and UF systems)	Named faucet component only; excludes finish deterioration, misuse and consumables.
5 years (or 3 years for qualifying 304 installations)	Stainless-steel prefiltration system	Subject to Section 8; specified 304 stainless-steel conditions reduce the period to three years.
5 years	RO electric pump system and pressurized water system	Named assemblies only; excludes consumables, dry running, electrical irregularities and operation outside specifications.
5 years	Smart digital faucet (RO)	Electronic faucet assembly only; excludes batteries, finish and normal wear.
5 years	PCBs, associated LEDs and displays (RO)	Electronic components only; excludes power surges, moisture ingress and improper wiring.
5 years	Meter, sensor or probe, where equipped (water softener / conditioner)	Named component only; excludes calibration, fouling, scale or damage from unsuitable water.
1 year	RO and UF filters and membranes	Consumables; subject to water quality, usage, maintenance and replacement intervals.
1 year	Complete RO / UF drinking-water system	System-level coverage for components not assigned a longer specific period above.
1 year	Complete water softener / conditioner system	System-level coverage for components not assigned a longer specific period above.
1 year	Plumbing fittings, accessories and valves	Supplied components only; excludes third-party plumbing and installation workmanship.

The coverage table is a summary only. The complete terms, conditions, exclusions and limitations in this Warranty apply.

1. WARRANTY PROVIDER AND WHO IS COVERED

This Warranty is provided by Ultrefina Canada Corp., 90 Elmers Lane, King City, Ontario L7B 0P5, Canada; website: www.ultrefina.com; email: info@ultrefina.com; telephone: 647-628-2828.

Subject to applicable law, this voluntary limited warranty is available exclusively to the original end-user purchaser who acquired the product new from Ultrefina or an authorized Ultrefina dealer for the purchaser's own residential use. The Warranty is strictly non-transferable and may not be assigned or passed to any subsequent owner, purchaser, occupant, tenant, family member, business or other person. A change in ownership or transfer of the product does not transfer this Warranty.

Proof of original purchase and, where applicable, installation date must be provided. Ultrefina may request the product model, serial number, invoice, installation address, photographs, water test results and relevant maintenance records. Failure to register a product will not, by itself, extinguish a right that cannot lawfully be made conditional on registration. Nothing in this section limits statutory rights that apply independently of this voluntary Warranty.

2. WHEN THE WARRANTY BEGINS AND ENDS

For a product sold with installation by Ultrefina or an authorized dealer, the warranty begins on the date the original installation is completed, as recorded on the installation invoice or service record. For equipment-only purchases, the warranty begins on the date the product is delivered to the original purchaser, unless a different start date is required by applicable law or expressly confirmed in writing.

If no reliable installation or delivery record is available, Ultrefina may use the invoice date or other reasonable evidence to determine the start date. The applicable warranty expires at the end of the stated period. A repaired or replacement component is covered only for the unexpired portion of the original applicable warranty period, unless applicable law requires otherwise or Ultrefina expressly confirms a different period in writing.

Warranty periods apply only to the specific components listed in the coverage table. A longer component warranty does not extend the one-year system-level warranty for other parts, labour, consumables or the system as a whole.

3. TWENTY-YEAR LIMITED MANIFOLD WARRANTY

The molded system manifold used in eligible residential RO and UF systems is covered for twenty (20) years from the applicable warranty start date. This warranty applies to the molded manifold component only, and not to the complete system, other housings, fittings, tubing, valves, electronics, filters, membranes or other components unless separately listed in the coverage table.

The twenty-year manifold warranty is available only to the original purchaser while that purchaser owns the product. It is a parts-only warranty. If Ultrefina determines that the manifold has a defect in materials or workmanship covered by this Warranty, Ultrefina will supply an eligible replacement manifold part in accordance with Section 4. Labour, diagnosis, travel, removal, reinstallation, plumbing work and other service charges are not included.

The twenty-year period replaces any prior reference in Ultrefina residential warranty materials to a limited-lifetime

warranty for purchases governed by this version. The effective version applicable to a purchase is determined under Section 19.

4. WHAT IS COVERED AND HOW A CLAIM IS RESOLVED

During the applicable warranty period, Ultrefina warrants that the covered component will be free from defects in materials and workmanship under normal, intended residential use, provided the product has been properly selected, installed, operated and maintained in accordance with Ultrefina's written instructions and published specifications.

If Ultrefina determines, acting reasonably and on the basis of inspection or other reliable evidence, that a covered component has a defect in materials or workmanship, Ultrefina will, at its option and subject to applicable law: (a) repair the component; (b) provide a replacement component that is new, reconditioned or functionally equivalent; or (c) where repair or replacement is not commercially reasonable or available, provide an appropriate refund or credit for the affected component as required by applicable law.

All replacement parts approved and supplied by Ultrefina under this Warranty claim will be provided at no charge for the replacement part itself. This parts coverage does not include labour, diagnosis, inspection, travel, plumbing work, removal, reinstallation, disposal, freight, shipping, site preparation, permits, restoration, overtime, after-hours service or other service costs, except where expressly agreed in writing or required by applicable law. The allocation of shipping and freight costs is addressed in Section 5.

Replacement products or components may differ in appearance, design or supplier from the original, provided they are functionally equivalent. If a product or component has been discontinued, Ultrefina may use a compatible successor part or equivalent solution. The remedy will be limited to the affected product or component to the extent permitted by law.

Ultrefina will not be responsible for work performed, parts supplied or representations made by a dealer or contractor unless expressly authorized in writing by Ultrefina. Any remedy required by applicable law remains unaffected.

5. PARTS, LABOUR, SHIPPING AND SERVICE CHARGES

This Warranty covers the replacement part itself for an approved warranty claim. Unless the customer's written sales agreement or a product-specific warranty expressly includes them, labour and service charges are extra and are the customer's responsibility. These charges may include diagnosis, inspection, travel, labour, plumbing work, removal, reinstallation, disposal, site preparation, permits, restoration, overtime, after-hours service and other incidental service costs.

The customer is responsible for reasonable shipping, freight, packaging and transportation costs for returning a product or component to Ultrefina or its designated service location, and for delivery of repaired or replacement parts, unless applicable law requires otherwise or Ultrefina agrees in writing to pay those costs.

On-site service may be available through Ultrefina or an independently operated authorized dealer for an additional fee. Any applicable fee must be disclosed and agreed to before chargeable work is performed. The customer should obtain a written estimate where service charges may apply.

Where the original purchase included installation, the scope and duration of any installation workmanship warranty are governed by the separate written installation agreement or invoice. The product Warranty does not automatically create a labour or installation workmanship warranty.

6. WARRANTY EXCLUSIONS

This Warranty does not cover a defect, failure, loss or damage to the extent caused by or resulting from any of the following:

• Improper, incomplete or non-compliant installation; incorrect sizing, application, system selection or configuration; failure to follow installation instructions or applicable plumbing/electrical codes.

• Misuse, abuse, neglect, mishandling, accident, vandalism, unauthorized disassembly, alteration, modification, relocation, repair or service.

• Failure to perform required maintenance, including flushing, draining, sanitizing, cleaning, filter or membrane replacement, UV lamp replacement, replenishment of salt or media, or inspection of fittings and connections.

• Use of non-genuine, non-approved or incompatible parts, filters, membranes, media, chemicals, accessories or consumables, where their use causes or contributes to the claimed problem.

• Water conditions outside the product's published operating limits or suitability range, including excessive or fluctuating pressure, water hammer, temperature extremes, abnormal pH, high TDS, hardness, iron, manganese, hydrogen sulfide, chloride, salinity, sediment, turbidity, biological activity or other aggressive water chemistry.

• Exposure to chlorine, chloramine, ozone, oxidizing agents, solvents, acids, alkalis, cleaning chemicals or other substances beyond the product's published tolerance.

• Freezing, overheating, fire, flood, lightning, power surge, electrical fault, inadequate grounding, unstable power supply, natural disaster or other external event beyond the product's intended operating conditions.

• Corrosion, scaling, fouling, biofilm, iron bacteria, mineral deposits, sediment accumulation, physical wear, cosmetic deterioration or other conditions arising from the installation environment, water quality or normal use rather than a defect in materials or workmanship.

• Failure or malfunction of third-party plumbing, pipes, drains, fixtures, appliances, pumps, pressure tanks, water heaters, boilers, electrical systems, building systems or other equipment not supplied as the covered Ultrefina product.

• Commercial, industrial, institutional, multi-residential, rental, mobile or other non-standard use where the product was not expressly rated and sold for that application.

• Cosmetic damage, including scratches, dents, stains, discoloration, finish wear or damage occurring after delivery, except to the extent caused by a covered manufacturing defect or otherwise protected by law.

An exclusion applies only to the extent the stated circumstance caused or contributed to the claimed defect, failure or damage. Nothing in this section excludes a defect or remedy that applicable law requires to be covered.

7. INSTALLATION, SITE CONDITIONS AND SYSTEM SELECTION

The product must be installed in a suitable location and in accordance with the current installation instructions, applicable codes and published operating specifications. Unless the product is expressly rated for outdoor installation, it must be installed indoors in a dry, protected environment and shielded from freezing, excessive heat, direct weather exposure and physical damage.

The purchaser is responsible for ensuring that the product is suitable for the source water, intended application, household demand, flow rate, pressure, temperature, drainage and available electrical supply. Any water analysis, site assessment or product recommendation is based on the information and conditions available at the time. Ultrefina does not warrant performance under materially different or undisclosed conditions.

Where installation is performed by a third party, the purchaser is responsible for selecting and supervising that installer. Damage caused by incorrect installation, plumbing connections, electrical work, drainage or commissioning is not covered by this product Warranty, subject to non-waivable legal rights.

8. STAINLESS-STEEL PREFILTRATION SYSTEMS – SPECIAL CONDITIONS

Eligible stainless-steel prefiltration systems carry a standard five (5)-year limited component warranty, subject to this Warranty and the special conditions below. Stainless steel is corrosion-resistant, not corrosion-proof. Localized pitting, crevice corrosion, surface staining or other deterioration may occur in aggressive water or installation environments.

For prefiltration housings made from 304-grade stainless steel, the otherwise applicable five-year component warranty is reduced to three (3) years where the system is installed or operated in any of the following conditions: elevated chloride or salt concentration; chloramine, chlorine or other oxidizing disinfectants; high total dissolved solids (TDS); low or acidic pH; elevated water temperature or pressure; hydrogen sulfide; iron bacteria; biological fouling; or biofilm formation.

The three-year period applies to otherwise eligible defects in materials or workmanship during that period. It does not create a warranty against corrosion, pitting, crevice attack, chemical deterioration or damage caused by unsuitable water conditions. Such conditions remain excluded to the extent they cause or contribute to the claimed issue.

Unless expressly stated in the applicable product specifications or a separate written warranty, Ultrefina does not warrant corrosion resistance in aggressive, corrosive or non-standard water environments. The purchaser must comply with all specified pressure, temperature, water chemistry, flushing, draining and maintenance requirements. If the housing material or water conditions are uncertain, the applicable model specifications and written sales documents will govern, subject always to applicable law.

9. FILTERS, MEMBRANES, MEDIA AND ROUTINE CONSUMABLES

Filters, RO membranes, UF membranes, UV lamps, resin, filtration media, prefilter cartridges, O-rings, seals, batteries and similar consumable or wear items are covered only for the period expressly stated in the coverage table or product-specific warranty.

Consumable coverage does not guarantee a particular service life, contaminant-removal result, flow rate or replacement interval. Actual life and performance depend on source-water quality, contaminant loading, water usage, operating conditions and maintenance. Routine replacement, exhaustion, fouling, clogging, scaling, loss of capacity and normal wear are not manufacturing defects.

Replacement consumables must meet Ultrefina's compatibility and specification requirements. Use of incompatible consumables may affect performance and may exclude resulting damage from coverage.

10. WATER QUALITY AND PERFORMANCE DISCLAIMER

Source-water quality may change due to municipal treatment adjustments, seasonal conditions, maintenance of distribution systems, source-water changes, plumbing conditions or other factors. System performance may vary as a result.

Unless a specific performance claim is expressly stated in the product's written specifications and supported by the stated test conditions, Ultrefina does not guarantee that a system will remove every contaminant, produce water of a particular taste or quality, or maintain a particular flow rate or output under all conditions.

Any published contaminant reduction or performance claim applies only to the stated model, test protocol, operating conditions, certified configuration and maintenance requirements. A system must not be used to treat non-potable or microbiologically unsafe water unless the specific product is expressly designed, certified and approved for that use. Do not assume that filtration or UV treatment makes unsafe water safe without confirmation from the product's applicable specifications.

11. MAINTENANCE, INSPECTION AND LEAK PREVENTION

The purchaser must operate and maintain the system in accordance with the product manual and maintenance schedule. This includes, as applicable, periodic flushing and draining of prefiltration systems, timely filter and membrane replacement, sanitization, UV lamp replacement, salt replenishment, media maintenance and inspection of valves, tubing, fittings and connections.

Water treatment equipment is a pressurized plumbing appliance and, like other plumbing equipment, may develop leaks or failures. No system can be represented as absolutely leak-proof unless expressly stated in writing and supported by the product's design and specifications.

The purchaser must take reasonable precautions to reduce the risk and consequences of water leakage, including periodic visual inspection, prompt attention to drips or abnormal noises, keeping the installation area accessible, maintaining functional floor drains where provided, and using an appropriate leak detection or automatic shut-off device where suitable. The purchaser should know the location of the main water shut-off and shut off the water supply if a leak or malfunction is detected.

Failure to maintain or inspect the system may exclude resulting damage or failure to the extent caused or contributed to by that failure. The purchaser must take reasonable steps to stop a leak, isolate the equipment and mitigate further damage. This section does not waive any legal duty or remedy that cannot lawfully be excluded.

12. THIRD-PARTY EQUIPMENT AND CONSEQUENTIAL DAMAGE

Unless expressly included in the purchase contract, this Warranty covers only the Ultrefina product and components supplied as part of that product. It does not cover damage to or failure of unrelated plumbing, building materials, flooring, cabinetry, personal property, appliances, water heaters, boilers, pumps, electrical equipment or other third-party property.

To the maximum extent permitted by applicable law, Ultrefina will not be liable under this voluntary Warranty for indirect, incidental, special, punitive or consequential loss, including loss of use, loss of income, business interruption, loss of water, accommodation costs, spoilage, property restoration or costs of removing or reinstalling unrelated equipment.

Nothing in this Warranty excludes or limits liability where such exclusion or limitation is prohibited by law, including liability that cannot lawfully be excluded for personal injury, fraud, wilful misconduct or other non-excludable matters. This section does not limit a consumer’s non-waivable statutory rights.

13. LIMITATION OF REMEDIES AND AGGREGATE LIABILITY

To the maximum extent permitted by applicable law, Ultrefina's total aggregate liability arising out of or in connection with any claim under this voluntary Limited Product Warranty, whether arising from one or multiple claims, shall not exceed the original purchase price actually paid to Ultrefina for the specific product or equipment giving rise to the claim.

This limitation applies collectively to all claims, losses, damages, costs and expenses arising from the same affected product or equipment, regardless of the number of claims submitted, the number of components involved, or the number of alleged failures.

Under no circumstances shall multiple claims relating to the same affected equipment result in cumulative warranty liability exceeding the original purchase price of that equipment, except where a greater remedy or liability is required by applicable law.

This limitation does not exclude or restrict any statutory rights, remedies or liabilities that cannot lawfully be excluded or limited under applicable consumer protection legislation.

14. WARRANTY CLAIM PROCEDURE AND INSPECTION

To submit a claim, the purchaser should contact the authorized Ultrefina dealer from whom the product was purchased or contact Ultrefina directly using the contact information in Section 20. Claims should be reported promptly after the issue is discovered and, where reasonably possible, before the product is altered, repaired, discarded or returned.

The purchaser must provide: (a) proof of purchase; (b) product model and serial number, if available; (c) installation or delivery date; (d) a description of the problem and when it began; (e) photographs or video where reasonably available; (f) maintenance history and relevant water test information, if requested; and (g) reasonable access to the product for inspection.

All claims are subject to reasonable verification. Ultrefina may request additional information, conduct a remote assessment, arrange an on-site inspection during normal business hours, or require the affected component to be returned under a return authorization. The purchaser must not ship a product or component without first obtaining return instructions.

If inspection shows that the reported issue is not caused by a defect covered by this Warranty, the purchaser may be responsible for reasonable inspection, diagnostic, travel, labour, shipping or return costs, but only where those charges were disclosed and agreed to in advance or are otherwise permitted by law. Ultrefina will explain the basis for its coverage decision.

Ultrefina will acknowledge a claim within a reasonable time and will make reasonable efforts to assess and resolve it promptly. Any claim-notification period in this Warranty is not intended to shorten a limitation period or extinguish a right that cannot lawfully be restricted.

15. AUTHORIZED DEALERS AND SERVICE PROVIDERS

Authorized Ultrefina dealers and service providers may be independently owned and operated businesses. Unless expressly stated otherwise in a written agreement, they are not employees, agents, partners or joint venturers of Ultrefina and have no authority to bind Ultrefina, amend this Warranty, make additional manufacturer warranties, admit liability on Ultrefina’s behalf or promise a particular claim outcome.

A dealer may assist with claim intake, inspection, parts coordination and service. The dealer is responsible for its own installation, workmanship, service charges, employees, contractors, representations and obligations under its separate agreement with the purchaser, subject to applicable law.

Any exception, extension or amendment to this manufacturer's Warranty must be in a written document issued or expressly approved by an authorized officer of Ultrefina.

16. COMMERCIAL AND INDUSTRIAL PRODUCTS – SEPARATE WARRANTY SCHEDULE

This guide and its warranty periods are intended solely for eligible products purchased new for ordinary residential use by the original end-user purchaser. Commercial, industrial, institutional, multi-residential, rental, hospitality, food-service, agricultural, process-water and other business or non-residential applications are not covered by this Residential Warranty unless Ultrefina expressly confirms otherwise in a written agreement.

Commercial and industrial products are governed by a separate written Commercial & Industrial Warranty Schedule issued by Ultrefina for the applicable product, project or transaction. The separate schedule must identify, as applicable, the covered models and components, warranty periods, start date, permitted application and operating conditions, parts coverage, labour and service allocation, shipping costs, exclusions and claim procedure. These terms must be confirmed in the quotation, purchase order, invoice or separate schedule before or at the time of sale.

No commercial or industrial warranty period should be inferred from the residential coverage table. If no separate Commercial & Industrial Warranty Schedule is issued, the applicable warranty coverage must be expressly confirmed in the transaction's written sales documents; this Residential Warranty does not automatically extend to a commercial or industrial application.

Nothing in this section removes any mandatory rights or remedies that apply to the purchaser or transaction.

17. FORCE MAJEURE AND PRODUCT AVAILABILITY

Ultrefina will not be responsible for delay or failure to perform a warranty obligation to the extent caused by events beyond its reasonable control, including natural disasters, severe weather, fire, flood, war, civil disturbance, government action, public health emergency, labour disruption, transportation interruption, supplier failure, shortage of materials, utility interruption or other events beyond reasonable control.

Where a covered replacement component is temporarily unavailable, Ultrefina may provide a reasonable alternative solution or complete the repair or replacement when the component becomes available, subject to applicable law. This section does not excuse an obligation that applicable law requires Ultrefina to perform.

18. GOVERNING LAW, SEVERABILITY AND ENTIRE WARRANTY

This Warranty is governed by the laws of the Province of Ontario and the applicable laws of Canada, without regard to conflict-of-law rules, except where mandatory law in another jurisdiction applies. Nothing in this Warranty requires a consumer to bring a claim in a location or forum where doing so would be prohibited by applicable consumer protection law.

If any provision of this Warranty is found invalid, illegal or unenforceable, that provision will be severed or limited to the minimum extent necessary, and the remaining provisions will continue in effect. Headings are for convenience only and do not affect interpretation.

This Warranty, together with the applicable product specifications and any written product-specific warranty issued by Ultrefina, constitutes the complete statement of Ultrefina's voluntary limited warranty for the covered product. If a product-specific written warranty expressly provides different coverage for a particular component, that specific provision will prevail for that component, subject to applicable law.

19. CHANGES TO THIS WARRANTY

Ultrefina may revise this Warranty from time to time. The version in effect on the date of the original purchase will ordinarily govern that purchase, unless a later change is required by law or is expressly agreed to in writing and is legally effective. Updated versions may be published at www.ultrefina.com. No later revision will retroactively reduce a warranty benefit already granted for a prior purchase.

20. HOW TO CONTACT ULTREFINA

Ultrefina Canada Corp.
90 Elmers Lane,
King City, Ontario L7B 0P5, Canada
Website: www.ultrefina.com
Email: info@ultrefina.com
Telephone: 647-628-2828

Customers may also contact the authorized Ultrefina dealer from whom the product was purchased. Please include the product model, serial number (if applicable), purchase date and a brief description of the issue.