

Ultrefina Standard Product Warranty - We stand behind our products

Thank you for purchasing our premier reverse osmosis and or whole-home water treatment systems. As a testament to our confidence in Ultrefina Canada Corp products, your water treatment system is warranted to the original end-user, when installed according to Ultrefina specifications, against defects in materials and workmanship from the date of original installation, as follows:

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

Warranty Coverage

If a part of your Ultrefina water treatment system is found defective within the warranty period, please notify your independently operated Ultrefina dealer.

You must arrange an inspection appointment during normal business hours at your premises.

- Any part deemed defective under this warranty will be **repaired or replaced** by the dealer.
- You are responsible for **freight charges** from our factory and **local dealer service fees**.

What This Warranty Does Not Cover

We are **not responsible** for damages caused by:

- Accidents, fires, floods, freezing, or natural disasters ("acts of God")
- Misuse, misapplication, or neglect
- Use of oxidizing agents (such as chlorine, ozone, chloramines, or related chemicals)
- Alterations, incorrect installation, or operation outside our written instructions
- Using parts or accessories not meeting **Ultrefina specifications**

(Please refer to the Installation and Operating Manual for approved components.)

Important Notes About Water Quality

- Water quality** can vary by season, region, or even if the system is relocated.
- Usage rates** and **source conditions** may change over time.
- Because of this, **Ultrefina cannot guarantee** that a specific system will meet your evolving water treatment needs without proper evaluation.

We also **do not warrant** the use of our products with **non-potable water sources** (i.e., water not safe for drinking) unless specifically rated for that purpose.

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Limitations of Liability

To the extent permitted by law:

- Ultrefina **disclaims all implied warranties**, including warranties of merchantability (basic product quality) and fitness for a particular purpose.
- Any required implied warranties are limited to **one year**, matching the duration of this warranty.
- Our obligations are limited to **repairing or replacing defective parts only**.

Ultrefina shall **not be liable** for:

- Direct, indirect, incidental, consequential, special, or general damages.

Warranty Is Void Under the Following Conditions:

This warranty will not apply if:

- Damage is due to normal aging, wear and tear, scratches, or bumps from regular maintenance.
- The warranty period has expired.
- Proof of purchase (such as a receipt or invoice) cannot be provided.
- Installation or disassembly was done by a **non-authorized professional**.
- The system is installed **outdoors** without being rated for outdoor use.
- A warranty claim is made, but **no product defect** is found after testing by Ultrefina personnel.

Your Legal Rights

This warranty gives you specific legal rights. You may also have other rights that vary by province or state. Some regions do not allow limitations on implied warranties or the exclusion of incidental or consequential damages, so parts of this warranty may not apply to you.

For warranty service, please contact your local independently operated **Ultrefina dealer** listed in your telephone directory.

Sources:

- Consumer Product Warranty Rights - Canada.ca
- Magnuson-Moss Warranty Act - FTC.gov (USA)