

AQUASANA AQ-UV-C SERIES LIMITED WARRANTY

What is covered

This Warranty covers defects in materials or workmanship in manufacturing of your Aquasana UV Filtration System except as provided below. This warranty only applies to the original purchaser and is not transferable.

For how long

UV CHAMBER Aquasana warrants the UV chamber (stainless-steel reactor) to be free from defects in material and workmanship for a period of ten (10) years from the date of purchase by a consumer ("Warranty Period").

ELECTRONICS Aquasana warrants the electrical (power supply) components to be free from defects in material and workmanship for a period of three (3) years from the date of purchase by a consumer ("Warranty Period").

UV LAMPS & QUARTZ SLEEVES Aquasana warrants lamps, sleeves and UV sensors to be free from defects in material and workmanship for a period of one (1) year from the date of purchase by a consumer ("Warranty Period").

What is not covered

This warranty does not cover filter cartridges and any systems that were not installed in compliance with the instructions by a licensed plumber or that have been abused or operated incorrectly. It also does not cover the following:

- Incidental or consequential damages caused by a failure of the product.
- Clogging, as replacement of the pre-filter cartridge is the purchaser's responsibility.
- Damage from use of non-potable water supplies.
- Labor costs to install or replace the system or filters.
- Damage caused by fire, flood or acts of God.
- Damage caused by use with water outside the following Water Quality Parameters:
 - Hardness > 120 mg/L (7 gpg)
 - Iron > 0.3 mg/L (ppm)
 - Manganese > 0.05 mg/L (ppm)
 - Tannins > 0.1 mg/L (ppm)
 - Turbidity > 1 NTU
 - Transmittance (UVT) < 75%

- A product that has been modified in any manner, unless approved by Aquasana.
- A product where the serial number has been altered defaced or removed.
- Water damage is found inside ballast housing or controllers. This warranty is voided if the product is used with parts that are not genuine Aquasana parts. This includes replacement lamps, sleeves, electrical control modules and UV chambers. Failure to use genuine Aquasana parts may seriously compromise disinfection performance and affect warranty coverage.

What Aquasana, Inc. will do

We will replace the defective part of the covered product, or if necessary, the product and send it to you with installation instructions for a licensed plumber.

How to get service

To receive service under this Warranty, you must contact Aquasana, Inc. at 1-866-662-6885 or warranty@aquasana.com within the Warranty Period to describe the problem to a customer service representative who will verify that the product is under warranty and determine whether a part or the system will be replaced and whether you must send back the defective part. You will be required to provide a proof of purchase and proof of a licensed plumber's installation.

How state law applies

This warranty gives you specific rights and you may have other rights which vary from state to state

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Warranty registration

Warranty registration is not required for coverage under the Aquasana Limited Warranty and is not necessary for factory direct purchases made from www.aquasana.com. If you purchased from a retailer or dealer, please complete the online warranty registration form at www.aquasana.com/warranty. Once registered online, we will have a record of your purchase and you will not be required to produce a proof of purchase for a warranty claim.

CONTACT (866) 662-6885 info@aquasana.com aquasana.com

Aquasana, Inc.

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