

**10**  
**YEAR**  
**LIMITED**  
**WARRANTY**

## **EQ-1000 RHINO® WATER FILTER** **10-YEAR LIMITED WARRANTY**

### **What is covered**

This Warranty covers defects in materials or workmanship in manufacturing of your Aquasana Rhino Whole House Filtration System, except as provided below.

### **For how long**

This warranty runs for 120 months 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 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.

This warranty is voided if the product is used with parts that are not genuine Aquasana parts. This includes, but is not limited to: replacement filters, faucets, and diverter valves.

### **What Aquasana 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](mailto: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 at our cost. If so, we will send you a return shipping label. You will be required to provide a proof of purchase (unless you purchased direct from us). We will send you the replacement part or system at no cost to you.

### **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 factory direct purchases made from [www.aquasana.com](http://www.aquasana.com). If you purchased from a retailer or dealer, please complete the online warranty registration form at [www.aquasana.com/warranty](http://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.