

Bluewater Group Limited Warranty

1. The Limited Warranty

The Bluewater Group (hereafter "Bluewater") Reverse Osmosis System, (CLEONE™, SPIRIT or PRO series), that you have bought is of excellent quality and construction. However, we will correct, free of charge, any defects in material (excluding replaceable filters, pumps and membranes), or workmanship for a period of 24 month from the original, subject to these terms and conditions.

In addition, Bluewater undertakes a 12 months' warranty for the reverse osmosis membrane and pump. No warranty is given for filter cartridges once they have been used (wetted).

2. Services included

In addition to the correction of defects in material or workmanship during the Limited warranty period and subject to exclusions, Bluewater agrees to bear the cost of repair including parts and labor. Any parts replaced during repair become the property of Bluewater.

If, in the opinion of Bluewater, a water purifier is beyond economic repair, Bluewater reserves the right at its sole discretion to provide customers with a new product of equivalent specification. If Bluewater replaces the product, the Warranty will become invalid.

3. Exclusions

Bluewater will not bear costs for repairs where appliance breakdown is due to the following:

- Non-compliance with safety regulations and warnings given in the operating instructions.
- Faults caused by the user through operating errors or lack of care and maintenance.
- Non-domestic or commercial use.
- Use that extends beyond 1 000 000 litres of water for PRO, 150 000 litres of water for Spirit and 20000 litres of water for CLEONE™, based on Bluewater's standard water production calculations.
- Intentional damage by the owner or third parties.
- Incorrect installation, including but not limited to not meeting feed water requirements.
- Faulty repairs or repairs carried out by parties other than Bluewater or an Authorized technician;
- External influences (e.g. fire, flooding, freezing, pressure spikes, weather, transit damage)
- Replacement parts subject to wear and tear e.g. filters.
- Visual blemishes such as marks and dents.
- Use of non-approved accessories, filters, membranes or spare parts.
- Damage to accessories.
- Accidental damage.

4. Claims Procedure

- 1) Contact your authorized Bluewater Group dealer where you purchased the product.
- 2) The dealer will request the proof of purchase (invoice, checkout receipt or similar including, date, vendor, price and conditions) and the completion of an Incident report.
- 3) The dealer will after reviewing 2) issue a Claims Authorization Number (CAN), if the Warranty conditions are met. No claims will be accepted without a CAN.
- 4) Depending on situation, the product will either be serviced on location by an Authorized Service Technician or brought/sent to an Authorized Service Station for repairs.

Bluewater will only bear repair costs carried out by Bluewater's network of Authorized Service Providers. If, during a service visit, no fault can be found for which Bluewater is responsible according to this policy, customers will be invoiced with call-out charges, and labor costs of 60 minutes in accordance with Bluewater standard rates for the time being.

5. Liability

Bluewater assumes no warranty liability in connection with Bluewater water purifier systems other than specified herein. This warranty is in lieu of all other warranties, expressed or implied, including warranties of fitness for a particular purpose. Bluewater does not authorize any person or representative to assume for us any other obligations on the sale of a Bluewater Group water purifier system.

Bluewater shall not be liable for loss of goods, loss of use, or any special, indirect, or pure economic loss, costs, damages, charges or expenses except for liability that Bluewater are not allowed to exclude by law.

This Limited Warranty gives you specific legal rights, and you may also have other rights, which vary from country to country, state to state or province to province. The laws of some jurisdictions do not permit the exclusion or limitation of certain rights or remedies provided by such laws. As this Limited Warranty is subject to such laws, some of the limitations or restrictions contained in this Limited Warranty may not apply to you. The provisions of this Limited Warranty are in addition to and not a modification of or subtraction from the statutory warranties contained in country, state or provincial laws. Some states or provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

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