



PURETEC WARRANTY AU & NZ

Puretec Water Filter Systems are all covered by a minimum 12 month manufacturer's warranty. However, many products come with an extended warranty period – check the table below.

Whilst consumables, such as filter cartridges, are covered for manufacturing defects, their life is not guaranteed due to variances in water quality and/or usage amounts.

Warranty periods have changed over the years so your product warranty may differ from what is listed below.

Puretec is renowned for its quality and after sales support so if you have any issues please call 1300 140 140 (AU) or 0800 130 140 (NZ).

To make a warranty claim, take the product and proof of purchase to place of purchase and they will lodge a Warranty Request with Puretec. If you wish to arrange your own contractor, prior approval from Puretec must be gained.



PURETEC PREMIUM UNDERSINK SYSTEMS		
Model	Warranty	Details
PUREMIX-X6, PUREMIX-X7, QT12, QT18, CR45	10 Years	10 year warranty is 1 year parts and labour, plus 9 years parts only.
QT12-TRIPLA, ESR2-TRIPLA, TRIPLA Series	6 Years	Tripla Tapware warranty is 1 year parts and labour, plus 5 years parts only.
RO270, TS100, TS200, CT15, ES2, ESR2, DFU Series, X3, X4	3 Years	3 year warranty is 1 year parts & labour, plus 2 years parts only.

PURETEC PREMIUM WHOLE HOUSE SYSTEMS		
Model	Warranty	Details
WH1-30, WH1-60, WH2-30, WH2-60, WH2200, EM1-60, EM1-110, EM2-60, EM2-110	10 Years	10 year warranty is 1 year parts and labour, plus 9 years parts only.
HYBRID G Series, HYBRID R Series	3 Years	3 year warranty is 1 year parts and labour, plus 2 years parts only.

PURETEC PREMIUM WATER FILTER HOUSINGS		
Model	Warranty	Details
FP10B, FP10M, FP20B, FP20M, MP Series	10 Years	10 year warranty is 1 year parts and labour, plus 9 years parts only.
FP5M-3, FP10M-2, FP10Q, LC Series, MPB202, CBH Series, SS Series	3 Years	3 year warranty is 1 year parts and labour, plus 2 years parts only.

PURETEC RADFIRE ULTRAVIOLET SYSTEMS		
Model	Warranty	Details
RI Series	10 Years	10 year replacement - chamber. 3 year replacement - electronics. 1 year parts and labour.
R Series	2 Years	2 year warranty is 1 year parts and labour, plus 1 years parts only.
UV Lamps	1 Year	1 year pro-rata replacement.

PURETEC PREMIUM WATER TREATMENT SYSTEMS

Model	Warranty	Details
SOL Series, PRO270	3 Years	3 year warranty is 1 year parts & labour, plus 2 years parts only.
IAB Series, IMB Series, CFS Series, IRS Series, NTS Series, SFS Series, SOL-C Series, ROS2700	1 Year	1 year replacement parts and labour.

PURETEC BASIC SYSTEMS & HOUSINGS

Model	Warranty	Details
All Puretec basic systems and housings	1 Year	1 year replacement parts and labour.

Any claim under these warranties must be made within the specified year(s) of the date of purchase of the product. This product is warranted to be free of defect of material and workmanship for the specified year(s) from date of purchase. Warranty period is as per the table above.

Puretec will pay your reasonable, direct expenses of claiming under this warranty. You may submit details and proof of your expense claim to place of purchase for consideration.

The warranty only applies if the product was used and/or installed in accordance with the user guide and/or installation instructions. This warranty is given in lieu of all other express or implied warranties and manufacturer shall in no circumstance be held liable for damages consequential or otherwise or delays caused or faulty manufacturing except as excluded by law.

Applicable to all above, is that the warranties need to be approved by Puretec to ensure product was not incorrectly used, installed or claimed. False and incorrect claims will be pursued at Puretec's discretion, including chargeable inspection and labour costs incurred.

Australia Company Contact Details

This warranty is given by Puretec Pty Ltd, ABN 44 164 806 688, 37-43 Brodie Road, Lonsdale, SA 5160, telephone no. **1300 140 140** and email at sales@puretec.com.au.

This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees which cannot be excluded under the Australian Consumer Law. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

New Zealand Company Contact Details

This warranty is given by Puretec Ltd, Reg. No 4464398, PO Box 875 Cambridge 3450, NZ, telephone no. **0800 130 140** and email at sales@puretec.co.nz.

This warranty is provided in addition to other rights and remedies you have under law: Our goods come with guarantees which cannot be excluded under the Consumer Guarantees Act. You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be acceptable quality and the failure does not amount to a major failure.