



Voltea DiUse and DiEntry Products Five Year Limited Warranty

1. Certain Definitions.

“Owner” means the residential or commercial purchaser who is the first purchaser at retail of a Product from Voltea or a Voltea authorized distributor.

“Product” means a DiEntry or DiUse or module manufactured by Voltea and purchased by the Owner and registered with Voltea within 30 days after purchase. Product does not include demonstration systems or rental systems.

“Warranty Period” means five (5) years from the date on which the Product was installed by a qualified installer. However, the Warranty Period on the valves and printed circuit boards will be three (3) years from the date on which the Product was installed by a qualified installer: The Warranty Period for modules does not include any period after the module is to have been replaced pursuant to the appropriate Voltea documentation.)

The aim of the warranty period is to provide extra protection for the customer for a fixed period of time. No matter how many repairs or replacements are received in relation to an original product, that time limit still stands - so the replacement product would only be under guarantee for whatever time period was still remaining from the original guarantee.

Put more simply, this means if a part fails after five months from the date the product was installed then the replacement part would be under warranty for only a further four years and seven months.

2. Limited Warranty.

Subject to the terms, conditions, and limitations of this Voltea DiUse and DiEntry Limited Warranty, Voltea warrants the Product to be free from defects in workmanship and materials under normal use and general conditions during the Warranty Period.

3. Warranty Limitations.

This warranty does not include:

- Any condition resulting from other than ordinary wear or any use for which the product was not intended.
- Failure to operate the Product or replace the module in accordance with service guidelines in the Owner’s Manual,
- Any condition resulting from incorrect or inadequate installation (including failure to install the Product or modules in accordance with the Installation Manual), maintenance, or care,
- Normal wear and tear or damage resulting from misuse, abuse, negligence, shipping, transportation, extended periods of disuse or storage, or accidents,
- Use of the Product in conditions (such as water pressure or temperature) outside of the parameters identified in the Owner’s Manual, water guidelines, or technical specifications,
- Any condition resulting from inadequate pre-treatment due to a lack of service and maintenance;
- Power surges,
- Acts of God or other events or conditions beyond the reasonable control of Voltea.



4. Claim and Replacement Procedure.

This limited warranty terminates at the end of the Warranty Period, including with respect to any defect occurring during the Warranty Period, except that valid warranty claims made in accordance with the terms, conditions and limitations of this limited warranty will survive the end of the Warranty Period until resolved as described in this limited warranty. In order to return any Product under this limited warranty, Owner must first complete the procedure set forth in Voltea's Returned Materials Authorization Form (RMA) and comply with the procedures set forth in the Returned Materials Authorization Form. Voltea's RMA procedures require that the Owner provide documentation that the Product has been maintained and serviced per the Owner's Manual.

Voltea will have a reasonable period of time to investigate any claim of a defect, and the Owner will cooperate with that investigation. Voltea's determination in its discretion regarding whether a claim under this limited warranty is justified and is final for all purposes. If Voltea determines that the claim is justified, Voltea will repair or replace the defective parts or the Product, at Voltea's discretion. Such repair or replacement will be Voltea's sole obligation, and Owner's exclusive remedy, for any defect in materials or workmanship.

5. No Further Remedies or Warranties.

Voltea makes no express warranty or condition whether written or oral and the company expressly disclaims all warranties and conditions not stated in this limited warranty. To the extent allowed by applicable laws, Voltea disclaims all implied warranties or conditions, including any implied warranties of merchantability and fitness for a particular purpose. Any implied warranty that cannot be disclaimed by law is limited to the duration of the Warranty Period. Some jurisdictions do not allow a limitation on how long an implied warranty lasts or the exclusion of limitation of incidental or consequential damages for consumer products. In those jurisdictions, some exclusions or limitations of this limited warranty may not apply to the Owner. For consumer transactions, the limited warranty terms contained in this document, except to the extent lawfully permitted, do not exclude, restrict, or modify but are in addition to the mandatory statutory rights applicable to the sale of the Product to the Owner.

Effective date – June 1st 2021