

Warranty

All VIQUA UV systems come with comprehensive warranties on controllers, electrical components, and chambers.

Our Commitment

VIQUA is committed to ensuring your experience with our products and organization exceeds your expectations. We have manufactured your UV disinfection system to the highest quality standards. Should you need support, or have questions about your system, please contact our Technical Support team at 1.800.265.7246 or technicalsupport@viqua.com and we will be happy to assist you. We sincerely hope you enjoy the benefits of clean, safe drinking water after the installation of your VIQUA disinfection system.

How to Make a Warranty Claim

NOTE: To maximise the disinfection performance and reliability of your VIQUA product, the system must be properly sized, installed and maintained. Guidance on the necessary water quality parameters and maintenance requirements can be found in your Owner's Manual.

In the event that repair or replacement of parts covered by this warranty is required, the process will be handled by your dealer. If you are unsure whether an equipment problem or failure is covered by warranty, contact our Technical Support team at 1.800.265.7246 or e-mail technicalsupport@viqua.com. Our fully-trained technicians will help you troubleshoot the problem and identify a solution. Please have available the model number (system type), the date of purchase, the name of the dealer from whom you purchased your VIQUA product ("the source dealer"), as well as a description of the problem you are experiencing. To establish proof of purchase when making a warranty claim, you will either need your original invoice, or to have previously completed and returned your product registration card via mail or online.

Specific Warranty Coverage

Warranty coverage is subject to the conditions and limitations outlined under the heading "General Conditions and Limitations" below. Please see specific product manuals for details.

Ten-Year Limited Warranty for UV Chamber

VIQUA warrants the UV chamber on the VIQUA product to be free from defects in material and workmanship for a period of ten (10) years from the date of purchase. During this time, VIQUA will repair or replace, at its option, any defective VIQUA chamber. Please return the defective part to your dealer who will process your claim.

Three-Year Limited Warranty for Electrical and Hardware Components

VIQUA warrants the electrical (controller) and hardware components to be free from defects in material and workmanship for a period of three (3) years from the date of purchase. During this time, VIQUA will repair or replace, at its option, any defective parts covered by the warranty. Please return the defective part to your dealer who will process your claim.

One-Year Limited Warranty for Lamps, Sleeves, and UV Sensors

VIQUA 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. During this time, VIQUA will repair or replace, at its option, any defective parts covered by the warranty. Your dealer will process your claim and advise whether the defective item needs to be returned for failure analysis.

IMPORTANT NOTE: Use only genuine VIQUA replacement lamps and sleeves in your system. Failure to do so voids all certifications, may seriously compromise disinfection performance, and may also damage other system components, thereby affecting warranty coverage.

General Conditions and Limitations

None of the above warranties cover damage caused by improper use or maintenance, accidents, acts of God, or minor scratches or imperfections that do not materially impair the operation of the product. The warranties do not cover products that are not installed as outlined in the Owner's Manual.

Parts repaired or replaced under these warranties will be covered under warranty up to the end of the warranty period applicable to the original part.

The above warranties do not include the cost of shipping and handling of returned items.

The limited warranties described above are the only warranties applicable to the VIQUA products listed in the "Specific Warranty Coverage" section. These limited warranties outline the exclusive remedy for all claims based on a failure of or defect in any of these products, whether the claim is based on contract, tort (including negligence), strict liability or otherwise. These warranties are in lieu of all other warranties whether written, oral, implied, or statutory. Without limitation, no warranty of merchantability or of fitness for a particular purpose shall apply to any of these products.

VIQUA does not assume any liability for personal injury or property damage caused by the use or misuse of any of the above products. VIQUA shall not, in any event, be liable for special, incidental, indirect, or consequential damages. VIQUA's liability shall, in all instances, be limited to repair or replacement of the defective product or part, and this liability will terminate upon expiration of the applicable warranty period.

Warranty Instructions for Dealers

1. Contact the VIQUA Technical Support team at 1.800.265.7246 or technicalsupport@viqua.com.
2. Provide the model, the date of purchase, and a description of the product.
3. A VIQUA technician will help you troubleshoot the problem.
4. You will be advised whether a failed part needs to be returned to VIQUA.
5. If a part is required to be returned, a Return Authorization Number (RGA#) and all necessary instructions will be provided. The RGA# must be written on the outside of the package. Please do not send goods back to VIQUA without an RGA#.
6. For full warranty details refer to the Owner's Manual or online at www.viqua.com.

Terms & Conditions

Payment Terms: Standard Terms are Net 30 from the date of invoice, subject to prior credit approval. All taxes are extra.

Shipping Terms: All shipping terms are Ex-Works from Guelph, Ontario, Canada, unless otherwise stated.

Minimum Order: Minimum order value applies. Please contact Sales for additional details.

Restocking Charge: 25% to apply on all authorized returned goods. Additional charges for all other related expenses are extra.

Past Due Accounts: 2% per month charged on past due accounts.

All UV lamps should be disposed of in accordance with your local regulations.