

WARRANTY

Our Commitment

To maximize the superior quality of disinfection, each TrojanUVMax™ product must be properly sized, installed, and maintained. If you experience difficulty with your product, our Technical Support Centre is available to help you.

During the applicable warranty period noted below, we will provide the warranty coverage, described below, for your product.

How to Get Help

To obtain help under this warranty, contact the TrojanUVMax Technical Support Center at 1 800 265 7256 or by email at info@viqua.com. Please have available the model number, the date of purchase, the name of the dealer from whom you purchased your TrojanUVMax product ("the source dealer"), as well as a description of the problem you are experiencing. A VIQUA technician will help you troubleshoot the problem and isolate the defective part.

In order to establish proof of purchase when making a warranty claim, you will either need your original invoice, previously completed and returned your warranty card through the mail or online.

Specific Warranty Coverage

Warranty coverage is specific to the following TrojanUVMax products:

Ten-Year Limited Warranty for TrojanUVMax™ UV Chamber

VIQUA warrants the UV chamber on the TrojanUVMax™ 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, we will repair or replace, at its option, any defective TrojanUVMax™ UV chamber.

Please return the defective part to a TrojanUVMax dealer, who will return it to VIQUA - a Trojan Technologies Company. We will either make the necessary repairs or, if it is determined that a replacement is required, we will provide a replacement part. We will then return the part to the dealer. This warranty does not include shipping and handling charges which will be collected from you by the dealer.

Parts repaired or replaced under this ten (10) year warranty will be covered under warranty to the end of the original ten (10) year warranty period. This warranty is also subject to the conditions and limitations outlined under the heading "General Conditions and Limitations" below.

Five-Year Limited Warranty for Structural, Hardware and Electrical Components

VIQUA warrants the structural, hardware, and electrical components to be free from defects in material and workmanship for a period of five (5) years from the date of purchase. During this time, we will repair or replace, at its option, any defective parts covered by the warranty.

Please return the defective part to a TrojanUVMax dealer, who will return it to VIQUA - a Trojan Technologies Company. We will either make the necessary repairs or, if it is determined that a replacement is required, we will provide a replacement part. We will then return the part to the dealer. This warranty does not include shipping and handling charges which will be collected from you by the dealer.

Parts repaired or replaced under this five (5) year warranty will be covered under warranty to the end of the original five (5) year warranty period. This warranty is also subject to the conditions and limitations outlined under the heading "General Conditions and Limitations" below.

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

VIQUA warrants original 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, we will repair or replace, at its option, any defective parts covered by the warranty.

The warranty period for lamps and sleeves may be verified using date codes in addition to purchase receipts and VIQUA's database of registered owners. We will advise you whether the defective item needs to be returned to a TrojanUVMax dealer for failure analysis. Replacement lamps and sleeves provided under warranty will be sent to your TrojanUVMax dealer.

If the UV sensor experiences a problem which VIQUA confirms is covered by warranty, please return the sensor to a TrojanUVMax dealer who will return it to us. We will either repair or replace the sensor and return the sensor to your dealer. This warranty on lamps, sleeves and sensors does not include shipping and handling charges which will be collected from you by the dealer.

Parts replaced under this one (1) year warranty will be covered under warranty to the end of the original one (1) year warranty period. This warranty is also subject to the conditions and limitations outlined under the heading "General Conditions and Limitations" below.

Warranty for Replacement Lamps and Parts

VIQUA warrants replacement lamps, purchased for bi-annual routine maintenance, and other parts purchased to repair product components that are no longer covered by the original warranty, to be free from defects in material and workmanship for a period of three (3) months from the date of purchase. During this time, we will repair or replace, at its option, a defective replacement lamp or part free of charge except for shipping and handling charges.

The warranty period on replacement lamps and parts will be verified using date codes and/or purchase receipts. VIQUA will advise you whether the defective item needs to be returned to a TrojanUVMax dealer for failure analysis. Replacement lamps and parts provided under warranty will be sent to your TrojanUVMax dealer.

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 also do not cover products that are not installed as outlined in the applicable Owner's Manual.

The limited warranties described above are the only warranties applicable to the TrojanUVMax 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 - a Trojan Technologies Company 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.