

Puretec Warranty Statement

Find out further details on the warranty details on particular Puretec systems at the link below.

Puretec Warranty Statement (Post April 2025)

Puretec water filter system parts are covered for the period stated and include 1-year cover for labour where applicable, contingent upon Puretec's assessment and approval of the claim, ensuring that the issue falls within the terms of the warranty and that the system has been used appropriately. Applies only to Puretec Systems when used in conjunction with a Puretec filter cartridge.

Definitions:

Commercial Installations: All non-residential installations including but not limited to hotels, motels, schools, hospitals, restaurants and aged care facilities.

Manufacturing Defect Warranty: Excludes, without limitation, damage to surface finishes as a result of contact with improper materials, unsuitable or harsh cleaning products, improper cleaning, external impact or abuse and the effects of hard water.

Consumables: Components of a water filtration system that have a limited lifespan and require regular replacement to maintain the system's effectiveness. These items' lifespans are often dependent on external factors such as water quality and environmental conditions. Including but not limited to: water filter cartridges, membranes, filter media, o-rings, tapware cartridges, gaskets, ultraviolet lamps, batteries, etc.

Pro-rata replacement: Replacement cost adjusted based on how long the item has been in use.

Basic systems and housings: Puretec's budget friendly products, identifiable by the "Puretec Basic" logo and shorter warranty periods. Refer to specific product pages and user guides.

Residential installations: Units installed in usual places of residence, where usage would be as reasonably expected for an average household.

Finishes: Refers to any superficial coating, colouring or outermost surface of a product.

Warranty Exclusions:

Consumables are excluded from the general parts warranty. However, they are covered by the manufacturing defect warranty. This means that if a cartridge is faulty upon initial purchase or fails prematurely due to a flaw in its construction, a claim can be made. However, the lifespan of a filter cartridge is not guaranteed due to variations in water quality and usage.

Factors such as sediment levels, chemical content, and the volume of water processed can significantly affect how long a cartridge remains effective. Therefore, premature clogging or exhaustion of the filter media due to these external factors is not covered.

Applied Finish Warranty:

Commercial Installations:

- 1 year manufacturing defect warranty only. This applies to all applied finishes used in commercial installations.

Residential Installations:

- ED & Powder Coat Finishes (Tapware & Fonts)

1 year manufacturing defect warranty only. This applies to all Matte Black finishes applied to tapware and fonts used in residential installations.

- PVD, Electroplating & Brushed Finishes (Tapware & fonts)

2 year manufacturing defect warranty only. This applies to all Chrome, Gunmetal, Brushed Gold, Brushed Nickel finishes applied to tapware and fonts used in residential installations.

- Custom Powdercoat Finishes (Filterwall™ models)

2-year manufacturing defect warranty only. This applies to custom colours, including Lime Sherbet, Cherry Blossom, Open Skies and Sweet Apricot applied to Filterwall™ models.

Commercial Warranty:

Due to the increased usage, any Puretec tapware used in commercial installations is covered by a maximum warranty of 2 years, one year parts and labour, plus one year parts only. This warranty excludes finishes and any products with a

standard warranty shorter than two years.

Extended Warranties:

Water Softener + whole house water filtration:

For Softrol™ System models SOL30-E1, SOL30-E3, SOL40-E1, and SOL40-E3, when a Puretec pre-filter (models WH2-55, WH2-60, FILTERWALL-F3, FILTERWALL-F4, FILTERWALL-F5, FILTERWALL-F6) is installed and both Puretec cartridges and Softrol™ media are routinely replaced per product instructions, the Softrol™ System warranty extends to 10 years from purchase (1 year parts & labour, 9 years parts only, excluding consumables).

Current Product Warranty Periods:

See the table below for more details regarding current product warranty periods. Warranty periods may vary from what is listed, depending on the purchase date of your product. Puretec product lines and warranty terms may evolve. Customers should refer to the specific warranty documentation provided with their product at the time of purchase, as this will supersede the general information provided here.

It is recommended to retain proof of purchase and any accompanying warranty information for future reference.

Warranty Period	Products Included	Additional T & C's
1 year	All Puretec Basic systems and housings, UV Lamps, IAB SERIES, IMB SERIES, CFS SERIES, IRS SERIES, IRX SERIES, NTS SERIES, SFS SERIES, SOL-TA SERIES, SOL-C SERIES, SOL-2CI SERIES, SOL60-E1, SOL60-E3, ROS2700, UF SERIES, UFC SERIES, TSI SERIES, SSBH SERIES	1 year parts and labour UV Lamps are pro-rata replacement only Excludes consumables
2 years	Hybrid R series, SPARQ S5 Series, SPARQ-H2, RI series	1 year parts and labour, plus one year parts only Excludes ED tapware finishes and all finishes in commercial installations. Excludes consumables.
3 years	RO270, TS100, TS200, CT15, ES2, ESR2, DFU SERIES, X3, X4, HYBRID-M1, HYBRID G SERIES, HYBRID R SERIES, HYBRIDPLUS SERIES, FP5M-3, FP10M-2, FP10Q, LC SERIES, MPB202, CBH SERIES, SS SERIES	1 year parts and labour, plus two years parts only. Excludes tapware finishes Excludes consumables.
6 years	Z1-TRIPLA, ESR2-TRIPLA, TRIPLA SERIES, SOL Series	1 year parts and labour, plus 5 years parts only. Excludes tapware finishes Excludes consumables.
10 years	PUREMIX-Z6, PUREMIX-Z7, Z12, Z18, CR45, Z1-MW-K, Z1-RW-K, WH1-SERIES, WH2 SERIES, EM1 SERIES, EM2 SERIES, FILTERWALL F SERIES, FILTERWALL IM2 SERIES, FP10B, FP10M, FP20B, FP20M, MP SERIES, SOL30/40 extended warranty	1 year parts and labour, plus 9 years parts only. Excludes tapware and custom Filterwall finishes. Excludes consumables.

How to Make a Claim:

- To make a warranty claim, contact Puretec directly or your place of purchase with a written proof of purchase. All costs relating to a warranty claim must be approved by Puretec before any work is carried out to ensure the product was not incorrectly used, installed, or claimed. Puretec reserves the right to pursue false or incorrect claims, including charging inspection and labour costs incurred.

Puretec has procedures in place to investigate warranty claims and may request evidence from the customer to verify the validity of the claim. If a claim is found to be fraudulent or the result of misuse or improper installation, Puretec may deny the claim and seek to recover any costs associated with the investigation, including expenses for site visits or technical assessments.

- Customers must not undertake any repairs or replacements without prior authorisation from Puretec. Unapproved work may void the warranty. Puretec will assess the claim, determine the appropriate course of action, and provide instructions on how to proceed. Contact Puretec at 1300 140 140 (AU), 0800 130 140 (NZ), or sales@puretecgroup.com.

- All warranties apply only if the product was used and/or installed in accordance with the user guide and/or installation instructions. Puretec systems are designed to operate within specific parameters. Failure to adhere to the provided guidelines, such as improper installation, use with incompatible water sources, or operation outside of recommended pressure or temperature ranges, may invalidate the warranty.

Users are strongly encouraged to thoroughly review the installation and operation manual before using the product.

Puretec Warranty AU & NZ:

Puretec Pty Ltd (ABN 44 164 806 688) of 37-43 Brodie Road, Lonsdale, SA 5160 (AU) and Puretec NZ LP (Reg. No 4464398) of 178A Savill Drive, Favona, Auckland, 2024 (NZ), provides the following warranty in addition to other rights and remedies you have under law:

- In Australia, 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.
- In New Zealand, 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 of acceptable quality and the failure does not amount to a major failure.

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