

CASTLE BAY SINKS (CANADA) INC.
WATER FILTER SYTEM ONE YEAR LIMITED WARRANTY
BlueFresh PRO – Ultra Filtration

What your Warranty Covers

If any part of your BlueFresh Pro Filter System is defective in workmanship (excluding replaceable filters and membranes), return unit after obtaining a return authorization (see below), within 1 year of original retail purchase, Castle Bay will repair or, at Castle Bay's option, replace the system at no charge.

Any costs, labor and associated liability with removal or installation of the product for warranty consideration shall be borne by the purchaser. All products must be installed (by licence Plumber) and operated in accordance with the manufacturer's recommended procedures and guidelines. Improper use or installation could void this warranty.

THIS WARRANTY DOES NOT COVER

- A. Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- B. Conditions, malfunctions or damage resulting from (1) normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration; (2) the use of abrasive or caustic cleaning agents or "no-rinse" cleaning products, or the use of the product in any manner contrary to the product instructions; or (3) conditions in the home such as excessive water pressure or corrosion; or (4) , fire, flood, freezing, environmental factors, water pressure spikes or other such acts of God.
- C. Labor and other expenses for disconnection, deinstallation, or return of the product for warranty service (including but not limited to proper packaging and shipping costs), or for installation or reinstallation of the product.

This warranty will be void if defects occur due to failure to observe the following conditions:

1. The BlueFresh Pro Filter System must be hooked up to a potable municipal or well cold water supply.
2. The pH of the water must not be lower than 2 or higher than 11.
3. The incoming water pressure must be between 40 and 85 pounds per square inch.
4. Incoming water to the filter system cannot exceed 105 degrees F (40 degrees C.)
5. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.

This warranty does not cover any equipment that is relocated from the site of its original installation.

LIMITATIONS AND EXCLUSIONS

CASTLE BAY SINKS INC. WILL NOT BE RESPONSIBLE FOR ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. CASTLE BAY WILL NOT BE RESPONSIBLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING TRAVEL EXPENSE, TELEPHONE CHARGES, LOSS OF REVENUE, LOSS OF TIME, INCONVENIENCE, LOSS OF USE OF THE EQUIPMENT, AND DAMAGE CAUSED BY THIS EQUIPMENT AND ITS FAILURE TO FUNCTION PROPERLY. THIS WARRANTY SETS FORTH ALL OF CASTLE BAY'S RESPONSIBILITIES REGARDING THIS EQUIPMENT.

OTHER CONDITIONS

The product should be closely monitored after initial installation and installed in accordance with plumbing codes in your area when and where applicable. Castle Bay's liability here under shall not exceed the cost of the product. Under no circumstances will Castle Bay be liable for any incidental or consequential damages or for any other loss, damage or expense of any kind, including loss of use, arising in connection with the installation or use or inability to use the covered items.

How to obtain Warranty Service

For warranty service, call 1-877628-9865 or email warranty@castlebaysinks.com for documentation and a return authorization number. Once the return authorization number has been created, ship your filter system to our factory, freight and insurance prepaid, with proof of date of original purchase. Include a note stating the problem experienced and include your name, address and your return authorization number. No returns will be accepted with out the proper return authorization number. Castle Bay will repair it, or replace it, and ship it back to you prepaid.

WARRANTY CLAIM PROCEDURE

Before making a warranty claim, please read over our Warranty information to determine what it says regarding the item you believe requires warranty.

1. Complete the form, including the “Required Contact Information” below.
2. Provide sufficient description of the defective BlueFresh system.
3. Provide picture(s) along with the description.
4. Submit a copy of the Purchase receipt by fax (1-888-505-2522) or email (warranty@castlebaysinks.com)
5. Email the completed form to warranty@castlebaysinks.com or Fax to 1-888-505-2522.

REQUIRED INFORMATION

First and Last Name:

E-mail Address:

Phone Number: _____ e of Purchase: _____

Item/Model
Name:

Dealer (Store Purchased From)

Return Address:

DESCRIPTION OF THE ISSUE (PLEASE SUBMIT PICTURE(S) ALONG WITH THE DESCRIPTION)

Note:

Replacement part(s) under Warranty is Free. Shipping charge and handling fee is \$10+HST.