

STANDARD WARRANTY PERIOD

24 Months

From original invoice date · Original purchaser only

Extendable to

42 Months

See extension conditions below

What Is Covered

Manufacturing Defects

Neeru warrants each new system against defects in materials and workmanship for 24 months from the invoice date. If a covered defect is found, Neeru will repair or replace the defective component, or at its discretion, refund the original purchase price.

- Housing and structural components
- Factory-fitted valves and fittings
- Defects present at time of supply

What Is Not Covered

Exclusions

- Normal wear and tear and consumable components (filter cartridges, O-rings)
- Damage from improper installation or unqualified work
- Damage from misuse, negligence, or accidental impact
- Natural events — flood, storm, lightning, power surge
- Unauthorised modification or use of non-Neeru parts
- Relocation without prior written approval from Neeru

Warranty Conditions

LICENSED INSTALLATION

Must be installed by a licensed plumber per the Neeru Installation Manual. Unqualified installation voids all warranty cover.

APPROVED CONSUMABLES

Only Neeru-recommended filter cartridges must be used. Use of third-party filters voids warranty on affected components.

SCHEDULED MAINTENANCE

Filter replacements and servicing must be carried out at the intervals specified in the installation manual.

Warranty Extension — Up to 42 Months **NB/FHWR-3S1-20 ONLY**

How to Qualify for an 18-Month Extension

The standard 24-month housing warranty can be extended by a further **18 months** (total 42 months) by maintaining an active service relationship with Neeru. Both conditions must be met within each 18-month period from the installation date:

1. Use only Neeru-recommended filter cartridges for all replacements.
2. Maintain a minimum spend of **\$379** with Neeru within each 18-month service period.

LABOUR & SHIPPING COSTS

Labour costs for warranty repairs or replacements are the customer's responsibility for all third-party installed systems. Shipping and local charges are not covered by Neeru. All replaced parts become the property of Neeru Water Solutions.

LIMITATION OF LIABILITY

Neeru is not liable for indirect, consequential, or incidental losses arising from product use or failure. All implied warranties are disclaimed to the extent permitted by applicable law. This warranty is the purchaser's sole and exclusive remedy.