



WARRANTY POLICY

Novozone Ltd makes every effort to assure that its products meet high quality and durability standards and warrants its products against defects in materials and workmanship for a period of one year from date of purchase, under normal use as outlined in this manual.

Novozone Ltd manufactured products are covered by a 'Return to Factory' Parts and Labour Warranty. This means the customer is responsible for delivering the defective product to the factory for repair or replacement. If, after the product is evaluated by Novozone Ltd, it proves to be defective under warranty, Novozone Ltd will at its election repair or replace the defective product/part and will return ship prepaid to you except for shipments going outside New Zealand. If upon inspection, it is determined that there is no defect or that the damage to the product/part resulted from causes not within the scope of this limited warranty, then you must bear the cost of repair or replacement of the damaged product/part including labour and all return freight charges.

This warranty does not cover dealer labour cost for removing and reinstalling the product for repair nor for any expendable parts that are readily replaced in normal use nor damage which may occur during shipping nor failure to meet the installation, operation and service requirements as outlined in this manual nor service and/or repair not authorized by Novozone Ltd.

It explicitly excludes water damage as may be caused by check valve failure or failure to fit a backflow preventor device or damage caused by corrosive chemicals (including exposure to ozone) or if any piece of the equipment is used in a manner other than what is explicitly outlined in the product manuals.

Some products may have a specific warranty period other than what is outlined in this document. For such products, the manufacturer's warranty will supersede this warranty. Novozone Ltd will honor the manufacturer's warranty, but if and when advised by the manufacturer, may have the customer deal directly with the manufacturer.

The sole responsibility of Novozone Ltd under this warranty shall be limited to repair of this product, or replacement thereof, at the sole discretion of Novozone Ltd. To obtain service under the warranty, please contact Novozone and return the product/part to us accompanied by a copy of the sales invoice and your full contact details.

