

Potable Aqua 

PURE™

ELECTROLYTIC WATER PURIFIER

Warranty



USA PRODUCT LIMITED WARRANTY

Your Potable Aqua™ PURE Electrolytic Water Purifier device (the “Product”) is warranted by Wisconsin Pharmacal Company (the “Company”) to conform to the Product Specifications presented on page 17 of the Instruction Manual, and to be free from defect in materials or workmanship under normal use and service for one year from the date of original purchase. The limited warranty period for any replacement Product under this Limited Warranty shall be the remainder of the original one-year warranty period.

This Limited Warranty extends only to Products sold in the United States to the original end-user purchaser (the “Owner”) by Company or by retailers and distributors authorized by Company. Company’s sole obligation under this Limited Warranty, and Owner’s exclusive remedy, is to: (a) repair or replace, at Company’s sole discretion, free of charge, any Product that Company determines to be nonconforming or defective, or (b) refund the price paid for such Product. Owner’s right to such remedy under this Limited Warranty requires that any nonconforming or defective Product be returned directly to the Company: **DO NOT RETURN PRODUCT TO A RETAILER OR DISTRIBUTOR** for repair, replacement or refund under this Limited Warranty. Company reserves the right to utilize reconditioned, refurbished, repaired or re-manufactured Products in the warranty repair or replacement process. Such repaired or replacement Products will be comparable in value, function and performance to an original Product and warranted for the remainder of the original warranty period.

EXCLUSIONS TO THE LIMITED WARRANTY

This Limited Warranty does not apply to and Company offers **NO WARRANTY** with respect to: (a) any cosmetic defects that have no bearing on the Product’s intended function or operation; (b) any Products which have been subject to alterations in any way, improper maintenance, misuse, abuse, negligence, accident, improper storage or use in a manner or for purposes inconsistent with its design, labeling or intended purpose; (c) damage caused by use contrary to the Instruction Manual and any warnings from Company; (d) damage caused by extreme weather conditions; (e) damage caused by exposure to chemicals or abrasive cleaners; (f) damage caused by normal wear and tear; (g) Product accessories including, but not limited to, the USB cable and power adapter; or (h) Product that is returned to a retailer or distributor and not to the Company.

WARRANTY SERVICE

To be eligible for service under this Limited Warranty, Owner must:

(1) present evidence of the warranty start date to the Company with valid proof of purchase by either registering the Product online at www.potableaqua.com within 30 days of purchase (please note that online registration requires Owner to upload an image of valid proof of purchase receipt), or retaining and sending copy of the original proof of purchase receipt,

(2) report and describe the Product nonconformity or defect to the Company by calling a Customer Service Representative at (800) 558-6614 between the hours of 8 a.m. and 4:30 p.m. CST, Monday through Friday, or via e-mail at info@pharmacalway.com within seven days of discovering the covered defect, and

(3) establish eligibility for service under this Limited Warranty directly with the Company and not with a retailer or distributor of the Product.

DO NOT CONTACT A RETAILER OR DISTRIBUTOR OF THE PRODUCT FOR REPAIR, REPLACEMENT OR REFUND under this Limited Warranty. Once eligibility for service under this Limited Warranty has been established by the Company, a **Return Authorization Number** will be issued and detailed shipping instructions provided.

DO NOT SHIP OR RETURN PRODUCT WITHOUT A RETURN AUTHORIZATION NUMBER. Products shipped without a Return Authorization Number will not be accepted for service under this Limited Warranty and will be returned to the Owner at the Owner's expense.

NO OTHER WARRANTIES

THIS LIMITED WARRANTY IS COMPANY'S SOLE WARRANTY FOR THE PRODUCT AND IS MADE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. COMPANY DISCLAIMS AND EXCLUDES ALL OTHER EXPRESS WARRANTIES, AND DISCLAIMS AND EXCLUDES ALL WARRANTIES IMPLIED BY LAW INCLUDING, WITHOUT LIMITATION, THOSE IMPLIED WARRANTIES OF MERCHANTABILITY, NONINFRINGEMENT AND FITNESS FOR A PARTICULAR PURPOSE.

To the extent that applicable law prohibits the exclusion of implied warranties, the duration of any applicable implied warranty is limited to the period specified for the express Limited Warranty stated above. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to Owner.

LIMITATIONS OF LIABILITY

COMPANY'S OBLIGATION TO REPAIR PRODUCTS, PROVIDE REPLACEMENT PRODUCTS OR TO REFUND THE PURCHASE PRICE, AT COMPANY'S OPTION, SHALL BE OWNER'S SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY AND COMPANY'S SOLE AND EXCLUSIVE OBLIGATION. COMPANY SHALL NOT BE LIABLE FOR INCIDENTAL, INDIRECT, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF OR IN CONNECTION WITH THE PRODUCT, ITS USE OR PERFORMANCE. COMPANY'S AGGREGATE LIABILITY WITH RESPECT TO ANY DEFECTIVE PRODUCT SHALL BE LIMITED TO THE AMOUNT PAID BY OWNER FOR SUCH PRODUCT.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to Owner. This Limited Warranty gives Owner specific legal rights, and Owner may also have other rights, which vary from state to state.