

# WARRANTY

**NOTE: This modified warranty will be applied on all units purchased on or after April 1st, 2015**

We thank you for your purchase with IDWF Inc. Our warranty is twofold:

1. If you are in an area we serve and **if you sign** a maintenance contract with IDWF:
  - a. Your device comes with a conditional warranty of 7 years on cooling components and labour (**i.e. the maintenance must be done by IDWF**), repairs in our workshop. We will collect your unit to prevent damage, and we will reinstall your repaired device or a new unit. As long as the unit is under warranty, if breakage occurs, it will be at our discretion to repair the unit or replace it with another one. If we decide to replace it with another device, it will be guaranteed for the remaining warranty period from the purchase date of the first unit and not from the date of its installation.
  
2. If you are in an area that we serve and **do not sign** a maintenance contract with IDWF **OR** if you are in a remote area where we do not go:
  - a. IDWF recommends regular filter changes, i.e. the softener filter should be checked every 4 months and replaced at least annually. The other two filters (sediment and carbon) should be changed once a year by the KS and KCP filters sold by IDWF, otherwise the warranty will be void. **So, essentially, there will be no warranty on your device, if after the first 12 months, no filters were purchased from IDWF.**
  
  - b. As long as you comply with this condition, i.e. you order and change the 3 filters every year on the anniversary date, the unit will have a 7-year warranty on refrigeration components and labour, repairs in our workshop. The unit must be sent to us at your cost and will be returned after repair, at our expense. As long as the unit is under warranty, if breakage occurs, it will be at our discretion to repair the unit or replace it with another one. If we decide to replace it with another device, it will be guaranteed for the remaining warranty period from the purchase of the first unit and not from the date of its installation.

The softening filter is adapted to retain the date limescale in the water. If the water softener filter is not changed as recommended, and there is formation of limescale deposits, it will act as insulation and will result in the cooling components to over work, making them more prone to breakage. The refrigeration performance will be lessened, resulting in warmer (less cold) water. Limescale can also clog the valve mechanism of the spout. Again, the water will come out of the unit endlessly and will force the refrigeration components to work constantly.

The sediment filter traps particles suspended in the water, and the carbon filter eliminates the bad taste, and odor of chlorine. They are there to maintain good water quality. To avoid large bacterial formation, the three filters should be replaced annually or following a notice from the municipality to boil the water, by original KS, KA and KCP filters. If you perform the maintenance by yourself, you must buy from IDWF the three replacement filters and batteries for the water leak detector, every year, for the warranty to be maintained at 7 years. If the three filters are not replaced annually as recommended, IDWF disclaims responsibility, should your employees fall ill because of bacteria.

To ensure that the filters are changed periodically, IDWF will send you a letter every four months, asking you to perform a test to verify the effectiveness of the softener filter and to send us a P.O. for the replacement softener filter, if necessary. In addition, once a year, on the anniversary date of purchase of the unit, we will send a letter requesting a P.O. for the three replacement filters as well as the batteries for the water leak detector.

If no order is placed after the first 12 months, the warranty will cease on refrigeration components and labour.

Products which have become defective for any other reason, according to IDWF's discretion, such as improper installation, failure to follow recommended installation and operational instructions, neglect, willful damage, misuse or vandalism, accidental damage, alteration, tampering, or repair by anyone other than IDWF, are not covered by this warranty.