

FERNOX TF1 RANGE OF SYSTEM FILTERS

Statement of Warranty

If you are registering a Fernox TF1 Filter warranty, please refer to the terms and conditions here prior to completing the form. Warranty registrations must be completed within 90 days of purchase.

General Terms and Conditions

While the warranty is in place, we will, at the discretion of Fernox, repair or replace units which were faulty from the date of manufacture, as we decide, and free of charge provided that the following conditions are met and according to the terms set out below:

1. TF1 Filter is used, serviced and installed correctly and according to the latest manufacturer's instructions provided with the product and available at www.fernox.com by a qualified professional (e.g. authorized installer or heating engineer).
2. The TF1 Filter must be registered on the Product Registration page on the Fernox website (<https://www.fernox.com/product-registration>), within 90 calendar days after the purchase, by either the installer or the property owner where the TF1 filter is installed.
3. TF1 Filter has not been modified or repaired except by an authorized person.
4. TF1 Filter is fitted to a system that runs within the parameters set out in the Product Data Sheet relating to the country where the installation takes place.
5. The serial number has not been removed or made illegible (otherwise the warranty will be void).
6. The warranty period will be for the stated period from the date of purchase, or for the life of the boiler to which the TF1 Filter is fitted, whichever comes first. To the effects of property owners, the date of purchase shall be understood as date of installation of the TF1 Filter in their respective homes.
7. The warranty covers isolation valves that are supplied as part of the TF1 Filter product.
8. The warranty only covers the TF1 Filter and valves against defective materials or manufacture and not any other damages incurred.
9. Customer must promptly inform Fernox about the defect identified. If it is found during the warranty period that the product fails to meet specifications due to a defect in materials or manufacture, Fernox will replace or repair, at its choice, the defective unit free of charge.
10. Customer must deliver to the local Fernox Sales office, at its own cost, the defective TF1 Filter together with the proof of purchase (receipt or invoice).
11. Replacement or reparation of the unit will be your exclusive remedy. Fernox will not be liable for the installation of the replaced or repaired unit or any other associated costs for any replacement TF1 Filter products.
12. Replacement or reparation does not restart the warranty period, i.e., the warranty period runs for the stated warranty period from the date of purchase of the original TF1 Filter, not from the date of reparation or installation of any replacement product.
13. The customer is responsible for ensuring that the product and all packaging satisfies any local regulations in the country of use.
14. The customer uses the product at their own risk.
15. This is the complete and exclusive warranty for a Fernox TF1 Filter and in lieu of all other warranties, terms and conditions, whether expressed or implied. Fernox disclaims all other warranties, terms and **conditions expressed or implied, such as merchantability or fitness for a particular purpose.**

16. In no event shall Fernox be liable for damages in excess of the purchase price nor for any incidental, special, punitive or consequential damages including without limitation loss of use, loss of time, inconvenience, commercial loss, or lost profits arising out of the use or inability to use the product, to the full extent such may be disclaimed by law.

17. This warranty does not affect any statutory rights you may have if you are a consumer.

This warranty does not cover the following:

1. TF1 Filter Products that have been moved from their original place of installation before the appearing of the defect or handled by any unauthorized person.
2. Any connected system or accessories such as boiler, time switches, thermostats, motorised valves, external pumps, external expansion vessels, pipe-work etc.
3. Any costs or expenses caused by, or arising as a result of, a repair of the TF1 Filter other than as, and to the extent, expressly stated herein.
4. When a TF1 Filter has been fitted in a system containing demineralised or softened water and a correctly dosed chemical inhibitor is not present or, if such inhibitor is added, inhibitor levels have not been checked on an annual basis.
5. Any defects due or related to perishable components such as O-rings or washers or any defects identified in a TF1 Filter not maintained according to manufacturer's instructions on perishable components.
6. When non-Fernox approved parts or components are fitted to the TF1 Filter (e.g. valves).
7. Damage to the magnet assembly if the magnet sheath has not been kept dry.

WARRANTY PERIODS FOR THE FERNOX TF1 RANGE OF FILTERS

5 years for the TF1 Total and TF1 Compact Filter (all sizes)

- These filters come with a 5-year warranty of the filter, isolation valves and magnet assembly, provided that the product is serviced regularly and maintained according to manufacturer guidelines (in particular, perishable components must be replaced from time to time according to the manufacturer's instructions)*.

10 years for the TF1 Sigma Filter (all sizes)

- These filters come with a 10-year warranty of the filter, isolation valves and magnet assembly provided that the product is serviced regularly and maintained according to manufacturer guidelines (in particular, perishable components must be replaced from time to time according to the manufacturer's instructions).

* 5 years warranty valid for purchases from 1st January 2019. 2 years warranty for units purchased before this date.

25 years for the TF1 Omega Filter domestic range 22mm, 28mm, ¾", 1"

- The Fernox TF1 Omega Filter comes with a 25-year warranty of the filter, isolation valves (when supplied with the filter) and magnet assembly, provided that the product is serviced regularly and maintained according to manufacturer guidelines (in particular, perishable components must be replaced from time to time according to the manufacturer's instructions).

5 years for the TF1 Omega+ and TF1 Delta Filter commercial range 1¼", 1½", 2"

- The Fernox TF1 Omega+ and TF1 Delta Filters come with a 5-year warranty of the filter, isolation valves (when supplied with the filter) and magnet assembly, provided that the product is serviced regularly and maintained according to manufacturer guidelines (in particular, perishable components must be replaced from time to time according to the manufacturer's instructions).

Fernox recommends you register your warranty on the Fernox website www.fernox.com.

For complete peace of mind, Fernox recommends the use of an inhibitor such as Fernox Protector F1 or Fernox Filter Fluid+ Protector in all systems where a TF1 filter is fitted.

In the event of failure of a Fernox TF1 Filter, please contact your local Fernox Sales office. For further information please review Fernox general terms and conditions of sale.

<https://fernox.com/terms-conditions-sale/>