INSTALLATION & SERVICE MANUAL

RANCHMATE

WHOLE HOUSE FILTER SYSTEM

Proudly Built in Australia

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Congratulations on your purchase of a Filtermate Ranchmate Whole House UV Water Filter system.

The Filtermate Ranchmate system sterilises your tank water by means of natural powerful Ultra Violet Light rays, without any chemicals. The three pre-filters ensure that no sediment or contaminants will enter your house water supply, leaving you with perfectly filtered water from every tap in your house.

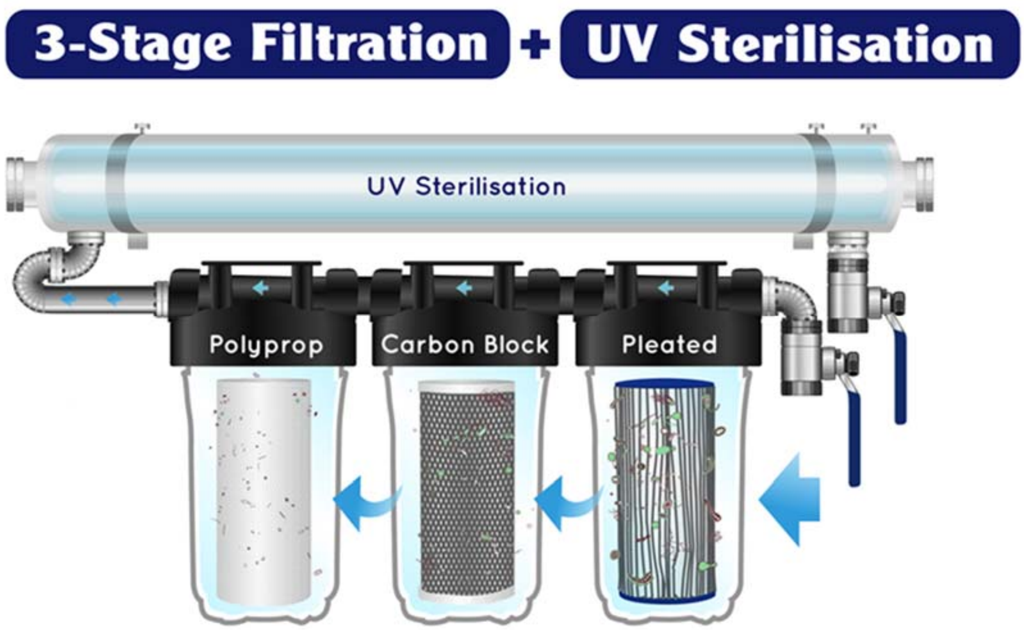
Australian and internationally engineered, combined with Australian expertise, your Filtermate system will provide a long life of trouble free operation.

Please read this manual carefully to ensure your system is installed and maintained correctly.

CONTENTS

RANCHMATE MODEL SPECIFICATIONS

Intended use	The Ranchmate model is suitable for medium to large houses (2+ bathrooms), B&Bs, food manufacturers etc, where a higher level of filtration and sterilisation is required.
Dimensions	1010mm X 570mm X 270mm (aluminium cover)
Weight	29 kg
Max. treated flow rate	Up to 100 litres/minute at 70 PSI (maximum input pressure)
UVC output	+ 30,000 nJ/sq. cm
UV lamp	1 x 75W
Other features	Includes electronic timer ballast, splashproof aluminium case and waterproof back board.
Consumables for Ranchmate System	Available from filtermate.com.au: • Filter Sets – All Filtermate & Waterguard UV Systems; and • Filtermate 75W UV Lamp for Ranchmate; OR • UV Service Kit 75W – Filtermate Ranchmate



IMPORTANT

- **When installing the system, a space of at least one metre to the left of the system must be allowed for removing and changing the uv globe.**

- **A surge protector must be installed on a standard 10 AMP grounded power point.**

INSTALLATION

1. **IMPORTANT** – State legislation and plumbing code requires that all work is completed by a licensed plumber.

2. Select the best place to install your system. This is typically where your mains water pipe enters your house or property. The unit is protected by an aluminium cover against rain and moisture, however sunlight can damage the plastic filter housings so if possible, install the system undercover (eg under the eave).

   Allow at least a <u>one metre clearance to the left and right</u> of the unit for changing the lamp and quartz sleeve.

   Ensure a standard 10Amp power outlet with surge protector is available close by. If possible, the pump must not be plugged in to the same power outlet.

3. Drill 4 x holes into the wall and into the back board of the filtration unit; insert wall plugs into brick wall or locate studs as appropriate and fasten with strong fasteners capable of supporting the weight of the unit.

4. Connection to the 25mm BSP valves should be by flared union to allow the unit to be easily removed.
   It is a condition of warranty that the unit be installed in such a way that it can be removed without cutting any pipes.

5. Measure the diameter of your incoming main water supply and purchase from the hardware or plumbing supply the right connectors and extra piping for your connections to the female threaded 25mm BSP ball valves. A flow control valve is required if your pump pressure is 70psi or greater, or if your pump tends to surge pressure when it cuts in. Failure to do so is likely cause damage to your filter housings and will void your warranty.

6. **Shut off your mains water supply and/or pump**.

7. Cut your incoming mains water pipe (coming from your pump or tank) and connect to the incoming ball valve of the first filter housing with the pleated filter.

8. Connect the outlet ball valve (attached to the UV cylinder) to the open end of the water pipe going to your house supply (that you cut in step 5).

9. **DO NOT adjust the silver end caps** on the stainless steel UV cylinder, these have been pressurised and checked.

10. **<u>Install a surge protector</u> on a standard 10 AMP grounded power point** (220/240 VAC). These are readily available at your hardware or electrical supplier. You may consider a waterproof power switch if your filter unit is installed on the outside wall. The surge protector will avoid power surges damaging your ballast or lamp and increase the lifespan of those components. **NOTE: <u>this is a warranty condition</u>**.

11. **IMPORTANT – DO NOT switch on the power to the system at this point.**
    Plug the ballast into the surge protector **but do not switch on**.

12. The filters inside their housings are ready for first time use. You do not need to open the housings. Use the filter wrench to check all filter housings, and tighten if necessary. To tighten, the filter wrench pulls from the left to right.

13. Turn on your mains water supply and/or pump. Open both incoming and outgoing ball valves slowly. If there are any water leaks in the system, **switch off your water supply and pump** and tighten the appropriate parts with a spanner and use teflon tape or sealant if required. If the filter housings are leaking, use your filter wrench to remove the housing and check if the O-Ring on top of the filter housing is properly inserted in its groove and check that the filter cartridge is seated correctly. Then turn your pump and water supply back on.

14. Press the red pressure release buttons on top of all filter housings repeatedly to release trapped air, until water comes out. You may need to do this a number of times.

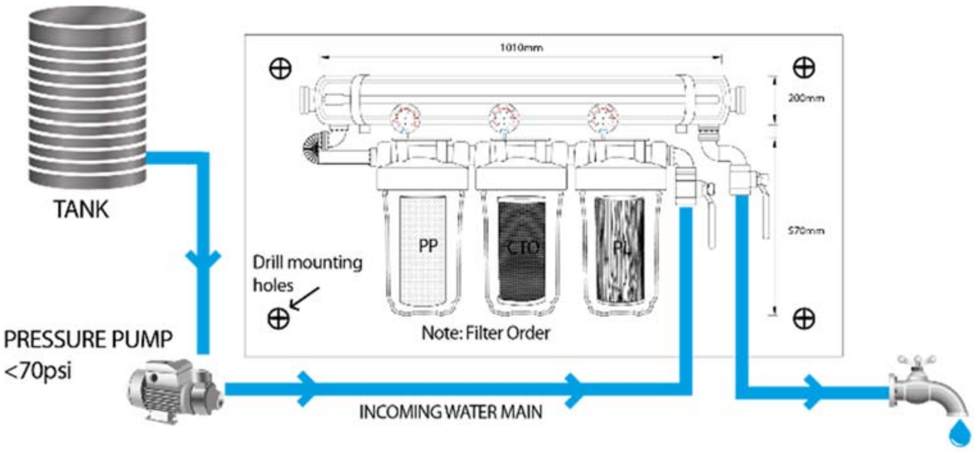
15. **Do no proceed until all water leaks have been rectified.**

16. Now with water in the system, **switch on the electricity** to operate the UV lamp and ballast. If you look into where the lamp is you should be able to see the blue glow of the UV lamp. **Never turn on power to the system before the water is flowing.**

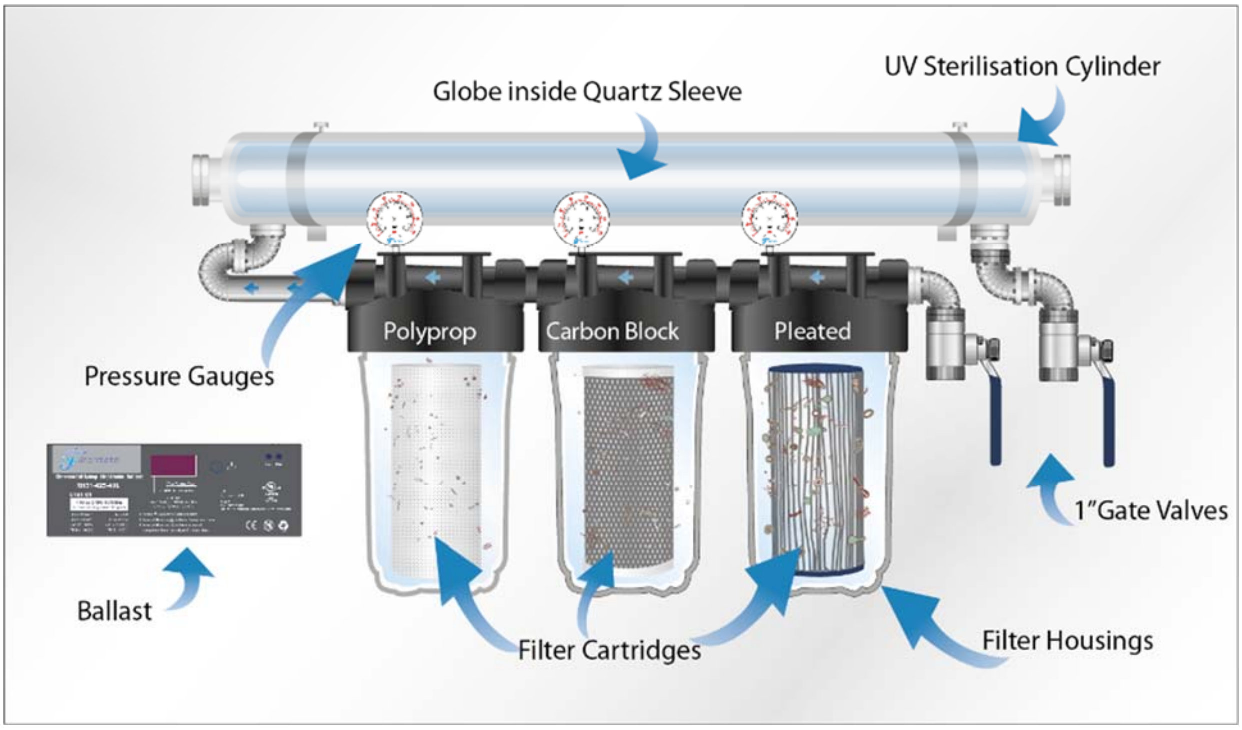
17. Open 2-3 taps in the house, or a hose, and allow the water to flush through the system and the pipes. Allow the water to run through the system for at least 5 minutes prior to using. When water is flowing as expected, observe and record the pressure readings of each gauge. They should all be about the same.

18. Place the aluminium cover over the unit and secure with the enclosed stainless steel screws into the pre-drilled holes on the top and sides. You can now receive filtered water to your entire house.

TANK WATER INSTALLATION



PARTS DIAGRAM



MAINTENANCE AND SPARE PARTS

MAINTENANCE

Filtermate systems have been designed for ease of maintenance and service. To ensure your system operates correctly it is important to:

1. **Check pressure gauges monthly** - depending on the quality of your water, the filters will remove dirt, sediment and other matter and after some time will start to clog up and restrict the water flow. This will be indicated by an increasing differential of the readings between the three pressure gauges. If the differential is becoming greater than 10 PSI between the gauges, OR you notice a loss of water pressure in the house, it is time for you to replace your filters.
2. **Clean first pleated filter once a month** – the first pleated filter cartridge filters all large sediment and can be cleaned by simply removing and spraying with a jet of water (see below for further information).
3. **Replace all filters at least once every 3-6 months** – microbes can actually survive in the filters so, depending upon the quality of the water supply, the filters should be changed regularly.
4. **Replace your UV Lamp once every year or when failing** – UV lamps lose their efficacy over time and whilst they may last longer than 12 months, there is no guarantee that they are still delivering the required dose of UV radiation after this time. The ballast has a 365 day count down timer, and will alarm with 7 days remaining, or if the globe fails.
5. **Clean quartz sleeve regularly** - subject to calcium levels and hardness of water, the quartz sleeve can become coated and should be cleaned to maintain the required UV dose.
6. **Further information can be found on pages 6 & 7, or at https://www.filtermate.com.au/maintenance.html**

Never turn on power to the system before the water is flowing, or if the system is leaking.

SPARE PARTS

Filtermate carries a comprehensive range of spare parts and consumables, most of which can be ordered online at filtermate.com.au and you can select to either have them shipped directly to you, or pickup from our premises in Perth.

Filters:

A standard filter set for the UV systems contains:

- 1 x 5 micron washable* pleated filter for heavy sediment
- 1 x carbon block filter for chemical, toxin and odour removal
- 1 x 1 micron polyprop filter for fine particles

UV Lamp:

- Ranchmate system: **Philips 75W**

Philips 75W UV water sterilising lamps have strong UVC output of 30mJ/sqcm, a 9,000 hour life or 365 days at flow rates of up to 100 ltrs/min.

! Warning: Do not substitute lamps of different wattage, shape or connection style or your system will not function as designed and your warranty will be voided.

* You can carry a spare pleated filter and swap this at each cleaning inspection. This gets your system back on line quickly, and you can clean the removed filter at your leisure and store for future use.

To clean a pleated filter: rinse under running water, then soak it for about 15 minutes in a bucket with water mixed with a tablespoon of bleach or disinfectant. Rinse the filter thoroughly with clean water and dry completely before storing in a dry, dust free place. If you detect any smell, chlorine or bad taste in your water, and the pleated filter is clean, replace the carbon block filter and polypropylene filter.

REPLACING FILTERS

1. **Disconnect all electricity to the system by <u>unplugging from mains power</u>**.
2. Remove outer aluminium box by removing the screws at the top and on the sides.
3. Shut off your **incoming** water supply at the system's shut-off ball valve.
4. Press the red pressure-release buttons on top of all filter housings until your pressure gauges read zero, or turn on a tap or hose until there is no pressure.
5. Using the filter wrench, unscrew each of the filter housings (from right to left) – note they are heavy and full of water. Remove old filters and then remove the outer wrappers from new filters.
6. Replace the filter cartridges with the new ones. Filter order is as below:

<----------<------ Water flow <----------<------

Polyprop Carbon Block Pleated

7. Replace the filter housings being careful to seat the filters correctly and tighten with the filter wrench from left to right.
8. Turn on incoming water supply to the system. Push the red buttons repeatedly until all air is removed and water comes out. Run a tap or hose to clear any air locks in the pipes.
9. Check no water is leaking from the system. If there is shut off the water and tighten the filter housings.
10. Turn on power supply. Turn on a tap in the house for a few minutes until the water is flowing clear.

REPLACING THE UV LAMP

IMPORTANT – Do not look into the UV light for any period of time, it could damage your eyes.

1. <u>An audible alarm and red light on the ballast</u> indicates that your UV lamp has either failed or the timer has counted down to 7 or fewer days remaining.
2. **Disconnect all electricity to the system by <u>unplugging from mains power</u>**.
3. The UV lamp may be hot when first turned off, allow sufficient time to cool before attempting removal.
4. **<u>DO NOT unscrew the silver caps</u> on the end of the UV chamber, this will release water**.
5. If a white plastic cap is fitted, pull it off then pull the black cable attached to the lamp until you can see the connection to the lamp. Unplug the lamp from the black connector (4 pin plug) and gently slide the lamp out of the quartz sleeve, taking care to use both hands, one to hold the end of the lamp, the other to support the lamp at the mouth of the quartz sleeve. Be careful, the lamp may be hot and is very fragile and does not bend.
6. Insert a new lamp the same way, carefully supporting it at the mouth of the quartz sleeve.
7. Plug the 4 pin plug to the end of the lamp. It only fits one way so do not force it, simply turn the lamp ¼ turn if it does not fit. Push the white cap back on if one is fitted.
8. Check for any water leaks around the quartz sleeve. If water is leaking, check and tighten the O-rings that are protecting and waterproofing the quartz sleeve (see instructions below).
9. If there are no water leaks, switch the electricity on. Silence the alarm by pressing the button on the ballast as indicated until the readout is 365. You will see the UVC lamp giving off a bluish light, if operating properly.

CLEANING THE QUARTZ SLEEVE

Your UV lamp is inserted into a quartz (glass) sleeve. This quartz sleeve should be removed every 3 - 6 months and any dirt build-up on the outside removed and the seals checked or replaced.

1. **Disconnect all electricity to the system by unplugging from mains power**.
2. Remove outer aluminium box by removing the screws at the top and / or sides.
3. Shut off your incoming water supply at the system's shut-off ball valve.
4. Turn on a tap until the pressure drops and / or remove a filter housing to drain the UV cylinder.
5. Remove UV lamp first following the instructions above.
6. Unscrew the left and right end screw caps on the ends of the UV cylinder.
7. Carefully remove the O-ring from the quartz sleeve on the **left-hand side**. **The right-hand O-ring remains in place**.
8. Carefully pull out the sleeve **from the right hand side**, taking care to hold both ends, one hand at the right side of the sleeve, the other to support the sleeve at the left side of the cylinder.
9. Clean carefully with methylated spirits or clear vinegar and a soft cloth to remove any deposits or dirt.
10. If you are replacing the seals, replace the right hand (sleeve closed end) seal with a new one.
11. After cleaning, re-insert **from the right hand side**, taking care to use both hands, one to hold the end of the sleeve, the other to support the sleeve at the mouth of the cylinder. Ensure that the sleeve protrudes from the cylinder by **exactly the same amount on the left and right sides**.
12. Push the new O-ring onto the left end of the sleeve. Never use any lubricant other than water to slide the O-ring on.
13. Replace both end caps and tighten, **being careful not to over tighten** or the sleeve will break.
14. Re-insert your UV lamp using the method above. Do not switch the power on yet.
15. Turn on incoming water supply and push each of the red buttons on top of the filter housings until all air is removed.
16. Check for any water leaks around the quartz sleeve seals. If water is leaking start from point 3 above.
17. Only when you are confident there are no leaks, switch the electricity back on.

OPERATING THE POWERED BALLAST

The electronic ballast provides you with all information about ballast working time in incremental counting from 0-9999 days and lamp life in decremented counting from 365 days to 0 days. To access the information, press the button accordingly. The main interface default information displayed is the time of remaining lamp life. To view other data:

1. Press enter key for less than 2 seconds - LED will show ballast operation time. It lasts for 10 seconds and will automatically return to the lamp life information.
2. Panel display: If all is working normally, green LED is on and lamp life is counting down, ballast usage is counting up. If lamp fails, time of lamp life will stop counting, while ballast usage will continue counting.
3. **Code A3** - lamp life is approaching the end of 365 days. Red LED will go on and off and the buzzer will sound continuously. This indicates that you need to change the lamp.
4. Cancelling the alarm: when the LED displays A3, but the lamp is not replaced, you can cancel the alarm up to 4 times. At the moment of the alarm sounding, press the enter button for 5 seconds, then the buzzer will stop and the lamp life is reset for a further 7 days. But the red LED will continue flashing. When lamp life is finished again after 7 days, the same procedure will reset the lamp life for up to 4 times.
5. When the new lamp is inserted and the old one replaced, you have to reset the timer. Press enter key for 10+ seconds until display shows "rSEt". Keep pressing for 2 seconds, after LED digit display turns to 365 and the buzzer sounds once, then release the button. Now the timer for the lamp life is successfully reset.
6. If the ballast fails, the main display does not display anything. If the lamp fails, the display will show time normally or the Code LF, and the red LED will flash and the buzzer will sound. When lamp fails, the buzzer sounds for one second and stops for one second. When the lamp has reached the end of its life, the display shows 0, the buzzer will sound for one second and then stop sounding for 5 seconds.

FREQUENTLY ASKED QUESTIONS

How long do the filters and UV lamps last, and what do they cost to replace?

Filtermate recommends changing your filters every 6 months, however filter life varies according to water quality, water quantity, and frequency / standard of your filter cleaning regime. If you notice a water pressure drop in your house, it is likely that the filters need replacing. The UV lamp needs to be replaced every 12 months.

Replacement filter cartridges and UV lamps are available to order online at filtermate.com.au.

Filtermate whole house water filtration system come in different models. Which one do I need?

Filtermate systems comes in three types:

The **Citimate** option (without UV) is for town water filtration users who wish to remove chlorine and other chemicals from their whole house water supply. Suitable for treated town water supply only.

The **Farmmate** and **Ranchmate** models are suitable for use in regional areas where there is no town water supply and water typically comes from a rainwater tank or a bore via a pump. The difference between the models in the amount of water they will treat.

Farmmate - will treat 50 litres per minute, enough for a standard house with 1-2 bathrooms and no more than 2-3 taps running concurrently.

Ranchmate - supports a larger house with 2+ bathrooms and multiple taps running concurrently, but requires a more regular flow through of water to reduce the risk of the lamp overheating.

The Filtermate UV System looks to be quite powerful - does it require 3 phase power?

The systems run on conventional single phase 10 AMP power and plug into a regular power socket. A surge protector **must** be fitted as the ballasts and UV lamps are sensitive to power fluctuations. Note also that if a pump is used it must not be plugged into the same power outlet as this can cause power surges. (UV lamp only uses approximate equivalent power to a strong light lamp.)

What is the difference between an activated carbon block filter and a granular carbon filter I have heard about?

Our block filters contain activated carbon as highly ground particles offering both a greater surface area and longer water exposure time for superior absorption of toxins and odours.

Granular carbon filters are made up of coarser particles, and some actually allow water to set up a passage of least resistance through them (a water track), such that the granular carbon is less able to do its normal efficient job of absorption of water contaminants.

I wish to install the Filtermate System myself, is this possible?

Full installation instructions are contained in each Filtermate whole house filtration system pack, and our outlet and inlet valves are standard 1" (25mm).

However, we recommend using a licensed plumber who can supply the hose connectors and additional piping to suit your water line, which may be typically 1", 1 ¼" or ¾".

Should I leave the lamp on if there is to be no water flow for more than a week?

If your system is not going to be used for more than a week or more, it is advisable to switch the system off. This will extend the life of both the seals and the electronic components. However, it is important when switching the system back on that you allow taps to run for five minutes to ensure any stagnant water in the pipes is not drunk.

What maximum safe water pressure does the Filtermate operate at?

The systems are tested to 75psi. If the output pressure of your pump is equal to or higher than 70psi, a pressure regulator or pressure reducing valve, set below 70psi (488kPa), must be installed before the filter housings. Be aware that some pumps may surge above 70psi when they cut in.

How does the filter system work?

The three stage filtration is designed to remove even the finest of dirt and sediments. A 5-micron rated washable and re-usable pleated filter is the first filter and is protecting the following two filters by removing larger sediment.

The next filter is an activated carbon block filter to remove toxins, smells and odours, like chlorine, pesticides, sprays, fertiliser run-off and car exhaust fumes that settle on your roof.

The last and third filter is a very fine 1-micron rated poly propylene filter to fine polish your water before it is sterilised inside the ultra violet light system.

Should I sterilise my pipes?

The pipes in your house and in your hot water cylinder still contain untreated water that may be contaminated. It is recommended that you disinfect all your water pipes, before you consume the now treated water.

1. To disinfect and sterilize all your pipes inside your house, take out the filters from their housings and fill the housings with a normal household bleach or chlorine solution.
2. Tighten filter housings and open each and every tap in your house, until you can smell chlorine coming from the tap. Close this tap and go to the next one. Same procedure until all taps including hot water taps are done.
3. Wait for about 30 minutes for the bleach/chlorine to sterilize all your pipes. Then go back to the water filter, remove the filter housings and empty them of any remaining bleach-water, then re-insert all your filters in the correct order. Tighten filter housings. Now once again, open all your water taps inside the house and garden, until the smell of chlorine or bleach is no longer present.

Does the system remove tannins or iron?

The filters will not remove all tannins, iron or calcium that are suspended in solution. You can however take some other measures to improve the quality of the water:

- If you have tannins or iron in your water supply, it pays to put a small amount of chlorine or bleach into your water tank. This will help to bind the tannins and iron and then they can be removed through normal filtration.
- If you have very hard water with a lot of calcium and iron, put some broken up old marble tiles into your tank and by using a small air compressor (like a fish tank aerator), have a continuous airflow bubbling into your tank. This oxidizes the iron and it can then be removed through normal filtration.
- If you are drawing water directly from a stream, spring or lake, you may have a lot of sediment clogging up your filters fast. Put a small holding tank in between, so that the sediment can settle at the bottom of the tank and draw your water from the middle of the tank by means of a floating intake pipe. Attach a plastic ball and a screen filter at the top of the intake pipe and let it float below the surface of your tank.
- If you are on gravity feed only the system will work correctly, as long as you have enough pressure to take a shower.
- Caution: if you have a header tank. The water filter must be installed after the header tank.

SPECIFICATIONS[1]

UV radiation affects microorganisms by altering the DNA in the cells and impeding reproduction. UV treatment does not remove organisms from the water, it merely inactivates them. The effectiveness of this process is related to exposure time and lamp intensity as well as general water quality parameters. The exposure time is reported as "microwatt-seconds per square centimetre" (uwatt-sec/cm^2), and the U.S. Department of Health and Human Services has established a minimum exposure of 16,000 µwatt-sec/cm^2 for UV disinfection systems. Filtermate uses Philips germicidal lamps which will provide a lamp intensity of 30,000-50,000µwatt-sec/cm^2. In general, coliform bacteria, for example, are destroyed at 7,000 µwatt-sec/cm^2. Since lamp intensity decreases over time with use, lamp replacement and proper pre-treatment are key to the success of UV disinfection.

As manufacturers we ensure our filters provide high quality and safe drinking water supply. We welcome any independent bacteriological test and if for any reason your water supply should prove not to meet those standards after treatment through our systems, we guarantee you a full refund on the purchase cost of the unit.

Details and description	Farmmate	Ranchmate
3 Stage filtration housings 10" NSF 42 tested	Yes	**Yes**
3 Filters: 5 micron pleated, carbon block, 1 micron polyprop	Yes	**Yes**
3 Pressure gauges to see pressure for filter change	Yes	**Yes**
All stainless steel 316 fittings 1" size (25mm) BSP	Yes	**Yes**
UV Chamber 304 SS in seamless weld	Yes	**Yes**
Philips UVC lamp wattage	40W	**75W**
UV Sterilization output capacity in mW	30mW/sqcm	**+30mW/sqcm**
Sterilization capacity in litres/min up to a max. flow rate of:	50l/m	**100l/m**
Special long life lamps operating life up to:	365 days	**365 days**
Alarm for lamp failure, LED and sound	Yes	**Yes**
Open relay contact for lamp failure	No	**Optional**
Ballast with pre-heat start system	Yes	**Yes**
Shut off SS solenoid valve for lamp failure	No	**Optional**
WaterMark valves 1" BSP	Yes	**Yes**
Splash resistant cover with window	Yes	**Yes**
Max operating pressure	70 PSI	**70 PSI**

LIMITATIONS[1]

There are certain technical limitations to the transmittance of UVC radiation. Particulate matter, colour, and turbidity affect the transmission of light to the microorganisms and must be removed for successful disinfection.

Recommended maximum contaminant levels in water entering a UV treatment device	
Contaminant	Maximum Level
Turbidity	5 FTU or 5 NTU
Suspended solids (5 to 10 micron prefiltration recommended)	< 10 mg/L
Colour	None
Iron	< 0.3 mg/L
Manganese	< 0.05 mg/L
pH	6.5-9.5

Inactivation doses for Giardia and Cryptosporidium	
Pathogen	UV dose mJcm/2 4log inactivation
Cryptosporidium parvum oocysts	<10
Giardia lamblia cysts	<10
Vibrio cholerae	2.9
Salmonella typhi	8.2
Shigella sonnei	8.2
Hepatitis A virus	30
Poliovirus Type 1	30
Rotavirus SA11	36

[1] Source Water Resource Centre – www. water.research.net

UV TREATABLE CONTAMINANTS

The following gives the irradiation time required to inactivate completely various microorganisms under 30,000 ¦µwatt-sec/cm^2 dose of UV 254 nm

Name	100% lethal Dosage (Second)	Name	100% lethal Dosage (Second)
Bacteria			
Dysentery bacilli	0.15	Micrococcus Candidus	0.4 ¨C 1.53
Leptospira SPP	0.2	Salmonella Paratyphi	0.41
Legionella Pneumophila	0.2	Mycobacterium Tuberculosis	0.41
Corynebacterium Diphtheriae	0.25	Streptococcus Haemolyticus	0.45
Shigella Dysenteriae	0.28	Salmonella Enteritidis	0.51
Bacillus Anthracis	0.3	Salmonella Typhimurium	0.53
Clostridium Tetani	0.33	Vibrio Cholerae	0.64
Escherichia coli	0.36	Clostridium Tetani	0.8
Pseudomonas Aeruginosa	0.37	Staphylococcus Albus	1.23
Virus			
Coxsackie Virus A9	0.08	Echovirus 1	0.73
Adenovirus 3	0.1	Hepatitis B Virus	0.73
Bacteiophage	0.2	Echovirus 11	0.75
Influenza	0.23	Poliovirus 1	0.8
Rotavirus SA 11	0.52	Tobacco Mosaic	16
Mould Spores			
Mucor Mucedo	0.23 ¨C 4.67	Penicillium Roqueforti	0.87 - 2.93
Oospara Lactis	0.33	Penicillium Chrysogenum	2.0 ¨C 3.33
Aspergillus Amstelodami	0.73 ¨C 8.80	Aspergillus Niger	6.67
Penicillium Digitatum	0.87	Manure Fungi	8
Algae			
Chlorella Vulgaris	0.93	Protozoa	4 - 6.70
Green Algae	1.22	Paramecium	7.3
Nematode Eggs	3.4	Blue-Green Algae	10 ¨C 40

WARRANTY

The Filtermate Ranchmate and Farmmate Systems have a 2 year warranty **from the date of sale.** Details of the Warranty and Exclusions are included in this section.

LIMITED WARANTY

Warranty Provider:	HANGABOUT TRADING PTY LTD ABN 24 164 100 501 Trading as Filtermate
Customer:	Original purchaser of the system as recorded on the Invoice
System:	The Filtermate Ranchmate or Farmmate Water Filtration System as supplied

1. The Warranty Provider is HANGABOUT TRADING PTY LTD T/A Filtermate.
2. The Filtermate water filtration and UV light steriliser unit is covered by a 2 year limited warranty excluding user replaceable parts, such as filters, lamps and quartz sleeves, when installed and registered in the name of the original purchaser (the "Customer").
3. The Warranty may not be transferred without the consent of the Warranty Provider.
4. Filtermate systems are warranted against failure due to defects in materials and/or workmanship during the warranty period as described in Australian Consumer Law.
5. The Ultra Violet lamp and electronic ballast are covered by a 12 month pro-rata warranty. Lamps are pro-rata by usage. Replaced free of charge within 2 months, up to 6 months will be charged at 50%, over 6 months will be charged at the advertised sale price.
6. Before installing, the customer shall determine the suitability of the product for their intended use and the customer shall assume all risk liability whatsoever in connection therewith.
7. Installation and/or connection of unit to any water supply constitutes an automatic acceptance of warranty conditions.
8. Any part found to be defective during the warranty period shall be replaced free of charge by the manufacturer in exchange for its faulty part. Postage is prepaid by the customer.
9. The Customer understands and acknowledges that any such exchange part will have to be replaced by themselves or their own tradesperson at their cost.
10. If during the course of replacement parts installation any water leaks should be discovered, the purchaser agrees to seal and tighten such fittings themselves at their cost.
11. If this should not be possible, the system may be returned to manufacturer / authorised agent or distributor, transport prepaid and shall be repaired or replaced by manufacturer or his agent.

WARRANTY CONDITIONS

This Warranty is subject to the following conditions:

1. Meeting all of the recommended installation and maintenance as described in the "Installation and User Manual" provided with the system including:
   i. the installation of a surge protector where the ballast is plugged in
   ii. regular filter change (minimum every 6 months)
   iii. UV lamp replacement and quartz sleeve cleaning
   iv. Replacement with original filters, lamps and other spare parts from the manufacturer only
2. Connection to the water supply by flared union or such method that allows the system to be removed without cutting the pipes.
3. The aluminium cover is installed to protect the system from UV damage.
4. If the customer does not adhere to recommendations in the service manual this warranty becomes void.

WARRANTY EXCLUSIONS

This warranty does not apply to the following conditions:

1. A system repaired or modified by anyone other than the manufacturer, distributor or their agent.
2. The Warranty Provider shall not be liable for any injury, loss or damages, direct, incidental or consequential loss including but not limited to lost profits, lost sales, injury, inability to use the system where the system is being used outside of design and maintenance recommendations.
3. The Warranty Provider shall not be liable for meeting any government regulations pertaining to the installation or operation of the system.
4. Physical damage such as freezing water expansion, operating the system without flowing water or with pump or incoming water pressure greater than 70psi causing breakage or misuse.
5. This warranty does not include damage due to shipping and handling, transportation, unpacking, set up, installation, incoming water pressure >70psi, operating the system with no water, modification, abuse, misuse, neglect, accident, fire, flood, acts of God, repair or replacement of parts supplied by any other than the Warranty Provider or their agent.