
LIMITED PRODUCT WARRANTY

At Waterdrop, we are proud to offer our customers a wide array of high-quality products, including reverse osmosis systems. We offer a 30-day money-back guarantee, a 1-year manufacturer warranty, and lifetime tech support for all our products from the date the product is received. During the warranty period, we will replace or repair any part deemed defective, as long as the product has not been subjected to tampering, alteration, lack of regular maintenance or improper use after delivery. The cost of repair or replacement under those excluded circumstances shall be borne by the consumer. The consumer is responsible for the cost of repair or replacement in those excluded cases.

Conditions of Validity of this Limited Product Warranty

THIS LIMITED PRODUCT WARRANTY SHALL ONLY BE VALID IF:

1. The feed water pressure is no less than 14.5 psi and no longer than 87 psi;
2. The feed water temperature must be no less than 41 °F and no more than 100°F;
3. The feed water must have a pH between 6.5 and 8.5;
4. Turbidity must be less than 1.0 NTU.
5. The feed water must be municipal tap water.
6. The Total Dissolved Solids (TDS) must be less than 750 ppm.
7. The max hardness must be less than 7 grains per gallon.

Any information or suggestion with respect to our product concerning applications, specifications or standards is provided solely for your convenient reference. The quality of water supplies may vary seasonably or over a period of time. Your water usage may vary as well. The manufacturer assumes no liability for the determination of the proper equipment necessary to meet your requirements, and we do not authorize others to assume such obligation on our behalf. You must verify and test the suitability of any information with respect to the product for your specific application.

Non-Covered Defects

THIS LIMITED PRODUCT WARRANTY DOES NOT COVER DEFECTS CAUSED BY:

1. Improper storage, installation, maintenance, handling, use and/or alterations of the Product, including, but not limited to, non-compliance with the installation, maintenance and standard operation conditions stated in the Manual and this Limited Product Warranty.
2. Unreasonable use, unintended use, or misuse of the product for something other than its intended purpose as a reverse osmosis system.
3. Use of replacement parts, filters, membranes or other accessories that are not sold or manufactured by Waterdrop for use with this particular product.
4. Damage not resulting from manufacturing defects that occur while the product is in the original purchaser's possession.
5. Installation of the product with known or visible manufacturing defects at the time of installation.
6. Damage caused by freezing, flood, fire or Act of God.

Conditions that render this Limited Product Warranty void:

THIS LIMITED PRODUCT WARRANTY VOID THIS LIMITED PRODUCT WARRANTY SHALL BE VOID IF:

1. The cartridge filters are not replaced on the recommended maintenance schedule;
2. The product is purchased from someone other than our official website or our authorized dealers, as we cannot verify or guarantee the integrity or authenticity of the Product.

Our sole obligation under this warranty shall be repair or replacement of a non-conforming product or parts of this product, or at our option, return of the product and a refund of the purchase price. Our obligation does not include the cost of transportation. We are not responsible for damage in transit, and claims for such damage should be presented to the carrier by the customer.

The warranties set forth herein are the only warranties made by us with respect to the product. We make no warranties, expressed or implied, including, but not limited to, any warranties of fitness or merchantability, except as expressly set forth above.

NOTE: In case some states do not allow limitations on how long an implied warranty lasts, you may choose to return the system. If you choose to keep it, you agree that the above limitations still apply to you.

Return & Repair

Waterdrop offers a 30-day hassle-free return guarantee. We accept returns within the return window if you are not satisfied with your product. Additionally, we offer a 1-year repair and manufacturer warranty. In order to fulfill the warranty requirement, please contact us by phone at 1-888-352-3558, by email at service@waterdropfilter.com, providing your name, order number, phone number, a description of the product involved, and an explanation of the defect, and we will be more than happy to assist you.