ADVANCED FILTRATION SYSTEMS (AFS)
GENERAL WARRANTY TERMS

(Residential Installations – Australia)
Effective Date: 05/03/26

1. Application
These General Warranty Terms apply to all AFS products including Whole Home Filtration Systems, Reverse Osmosis Systems, 3-Way Mixer Taps, and other AFS-branded products supplied for residential installation. Product-specific coverage periods are detailed in the relevant individual warranty document.

2. Australian Consumer Law
Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Nothing in AFS warranties excludes or limits your rights under the Australian Consumer Law.

3. Warranty Claim Process
To make a warranty claim:
1. Contact AFS in writing within the applicable warranty period.
2. Provide proof of purchase and installation date.
3. Provide maintenance records if requested.
4. Provide photographs or allow inspection where required.

Where a defect is confirmed, AFS may repair, replace, or refund in accordance with Australian Consumer Law. Replaced components become the property of AFS.

4. Installation Requirements
Unless otherwise stated in the relevant product warranty:
- Products must be installed by a licensed plumber.
- Installation must comply with Australian Plumbing Standards and Codes.
- Pressure must not exceed 500 kPa.
- Required backflow prevention devices must be installed where applicable.
Failure to comply may void warranty.

5. Maintenance Obligations
AFS products require routine maintenance. Customers must replace consumable cartridges at recommended intervals, conduct periodic inspections, replace ageing pressure-rated components as recommended, and retain proof of maintenance.

Failure to maintain products in accordance with recommendations may affect warranty eligibility.

6. Consumables
Consumable components are not covered beyond defect at time of supply.
Consumables include, but are not limited to filter cartridges, membranes, O-rings, and media components.
Refer to product-specific warranties for details.

7. Labour & Service Costs
Unless required under Australian Consumer Law, warranty is parts only. Labour, call-out fees, removal, reinstallation, access costs, and consequential expenses are not covered.
Damage caused during third-party installation is not covered.

8. Limitation of Liability
To the extent permitted by law, AFS is not liable for indirect or consequential loss, loss of use, or property damage arising from failure to maintain, excessive pressure, environmental exposure, or misuse. Liability is limited to repair, replacement, or refund as permitted by law.

9. Transferability
Unless otherwise stated, AFS warranties apply only to the original purchaser at the original installation address and are non-transferable without written approval.

10. Residential Use Only
AFS residential warranties apply only to products installed in standard domestic residential premises. Commercial or industrial use requires separate written agreement.

11. Record Retention
Customers must retain proof of purchase, installation invoices, service records, and cartridge replacement receipts. Failure to provide documentation may affect claim approval.