



PURITY WITH SCIENCE

UV Systems, Lamps & Other Consumables Warranty

1. System Warranty for Manufacturing Defect

Nuvonic warrants their UV systems against defective materials and manufacturing defects for a period of 18 months from date of receipt.

Nuvonic includes Hanovia, Berson, Aquionics and UVPro. Unless otherwise stated in project specific documentation, the Terms & Conditions of the following warranty relate to all four brands, commonly referred to as Nuvonic.

2. Warranty Claims

All warranty claims must be made on a Nuvonic Warranty Claim form (see Appendix B) accompanied by the documentation required.

Any part that becomes defective during the warranty period will be replaced with the same or equivalent part delivered to the system site free of charge. The remediation for any warranty claim is at the sole discretion of the company. It is at the discretion of Nuvonic to decide on the shipping method and shipping terms. In the event Nuvonic determines that a replacement part is not available, Nuvonic may issue a statement credit for the purchase price of the defective part.

Defective parts should be retained at site for 60 days. It is at the discretion of Nuvonic to ask for the defective part to be returned for further evaluation and testing.

3. Limitations of Warranty

This warranty represents the exclusive remedy for any product defect or failure. Nuvonic makes no other warranties, express or implied, including any warranties of merchantability, condition of any kind or fitness for a particular purpose. Nuvonic does not accept any liability for installation of parts, loss, loss of profits, loss of production, damages, costs, or any other expenses that arise, including consequential losses awarded or incurred arising from or relating to the products or their use and application and under no circumstances shall Nuvonic’s liability exceed the value of products supplied.

Some territories do not allow disclaimers of implied warranties. Therefore, all implied warranties that may apply to your part are limited to the duration of this written warranty. Some states also do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental, special, or consequential damages, so the above information may not apply to you. Each warranty gives you specific rights, and you may have other rights which vary from territory to territory. We do not authorize any person to vary the terms, conditions, or exclusions of any warranty. If any provision of a warranty should become invalid or unenforceable because of any laws, the remaining terms and provisions of the warranty shall remain in full force and effect.



This warranty will be invalidated by (i) any unauthorized modification or repair by any unauthorized person; (ii) use of any non-original Nuvonic parts; (iii) the system or component being subjected to physical damage, misuse, incorrect installation or use in a way not consistent with the Operation and Maintenance Manual and any associated drawings (collectively, the “O&M Manual”); (iv) deviation from the agreed service schedule detailed in the O&M Manual for the system in question; or (v) use which deviates from the purpose or conditions covering the original sale.

Nuvonic reserves the right to request that defective items are returned freight pre-paid to the factory for inspection. In the case that parts are not returned as requested, Nuvonic reserves the right to invoice for warranty parts provided.

Corrosion of any type is not covered under warranty. Information on stainless steel and its susceptibility to corrosion can be requested from your Nuvonic representative. If the planned applications create any concern of corrosion or water quality issues, please advise your Nuvonic representative during the quotation stage.

4. Lifetime Performance Guarantee

Nuvonic provides a lifetime performance guarantee. This guarantee is available for both new equipment and upgrades to existing equipment. Nuvonic’s lifetime performance guarantee is void if any of the conditions below are not met:

a. The UV equipment is operating within the parameters outlined in the O&M Manual and the technical specifications that were agreed to upon purchase. These technical specifications include but are not limited to, ambient temperatures, humidity, liquid temperatures, flow rates, water quality parameters and operating pressure.

Note: Nuvonic’s standard technical specifications will apply unless a different technical specification is set forth on the applicable Customer Purchase Order.

b. For each system, a Warranty Registration Form must be completed (see Appendix A) and sent to Nuvonic for the warranty to become effective. Warranty Registration Forms that do not include the equipment’s location are invalid.

c. The equipment is properly maintained and serviced as indicated in the O&M Manual. Only service personnel that have undergone either site-specific training or have attended a Nuvonic training course are considered authorized service personnel.

d. A service log detailing all service activities is kept on each UV system and made available upon request by Nuvonic. The service log shall detail services performed, parts replaced, equipment failures, operational data, and dates that work was conducted.

e. Only Nuvonic original replacement parts are to be utilized in the equipment.

5. Commodity/Consumable/Replacement Parts - Warranty Conditions

Other than the following individual items, commodity/consumable/replacement items carry a one-year warranty from the date of receipt against manufacturing defects. This warranty is based on carrying out the maintenance & operations requirements listed in the O&M Manual, and the use of Nuvonic original replacement parts.

Please note that this warranty does not cover labor costs associated with the replacement or repair of defective parts.

Intensity Sensor Calibrations

Calibrations carry a ninety (90) day warranty. Sensors that require recalibration within the 90-day warranty period can be returned for recalibration.

Lamps

The warranties for UV lamps are summarised in Table 1.

Conditions of lamp warranties:

1. The warranty only applies to lamps purchased within the previous thirty-six (36) months.
2. Nuvonic reserves the right to request defective lamps be returned. Defective lamps should be disposed of after sixty (60) days if a return request is not made.
3. Lamps that become defective before their guaranteed lifetime will be replaced per the chart in Table 1, providing they comply with the daily on/off cycling limits stated in Table 1.
4. Credits calculated from pro-rating of lamps, will be issued as a statement credit towards a future purchase.
5. All warranty claims must be made on a Nuvonic Warranty Claim form (see Appendix B) accompanied by the documentation required/requested.
6. For each lamp warranty claim, the lamp serial number, on/off cycle, and run-time hours must be provided.
7. A lamp defect is defined as one or more of the following conditions occurring within the guaranteed lifetime:
 - a. The lamp will no longer strike; or
 - b. The measured UV intensity has dropped below 70% of its initial value; or
 - c. The specified UV dose cannot be met.
8. On/off cycling beyond the warranted limits in the table voids the lamp guarantee and warranty.
9. Lamp guarantees and warranties are void if the chamber temperature exceeds the stated limits in the O&M Manual for that system.

Table 1 – Summary of Lamp Warranty Terms

Lamp Type	Expected Lifetime	Maximum on/off cycles (per 24 h)	Pro-rata replacement conditions for Guaranteed Lifetime – discount shown is off sales price.
Medium pressure lamps	8,000 hours	4	Up to 2,000 h – no charge 2,001 - 3,000 h – 75% 3,001 - 4,000 h – 50% 4,001 - 8,000 h – 0%
Low pressure lamps (non-amalgam)	9,000 hours	6	Up to – 4,000 h – no charge 4,001 – 6,000 h – 75% 6,001 - 8,000 h – 50% 8,001 - 9,000 h – 0%
Amalgam lamps (excludes ECO)	16,000 hours	6	Up to - 9,000 h – no charge 9,001 - 11,000 h – 75% 11,001- 13,000 h – 50% 13,001 - 16,000 h – 0%
Amalgam Lamps – ECO only	9,000	6	Up to – 4,000 h – no charge 4,001 – 6,000 h – 75% 6,001 - 8,000 h – 50% 8,001 - 9,000 h – 0%

Appendix A: Product/Warranty Registration Form

Return within four (4) weeks of system start-up to:

Americas: parts@nuvonic.com Europe: parts@nuvonic.com
 APAC: china@nuvonic.com

Customer Details (Owner of equipment)	
Company Name	
Street Address	
Street Address (2)	
Town / City	
State / Province	
Country	
Contact Name	
Contact Telephone	
Contact Email	
Equipment location details (if different from above)	
Company Name	
Street Address	
Street Address (2)	
Town / City	
State / Province	
Country	
Contact Name	
Contact Telephone	
Contact Email	
Equipment Details - Complete one form per model type	
Equipment Serial Number	
Model #	
Quantity	
Date of Commissioning	

Appendix B: Warranty Claim Form

Please return to:

Americas: parts@nuvonic.com Europe: parts@nuvonic.com
 APAC: china@nuvonic.com

Submitted by:				
Company Name				
Street Address				
Street Address (2)				
Town / City				
State / Province		Country		
Contact Name				
Contact Telephone				
Contact Email				
Ship to address (if different from above)				
Company Name				
Street Address				
Street Address (2)				
Town / City				
State / Province		Country		
Contact Name				
Contact Telephone				
Contact Email				
Warranty Claim Request				
Equipment Serial Number		Model #		
Part #		Description	Quantity	
Part #		Description	Quantity	
Part #		Description	Quantity	
Part #		Description	Quantity	
Conditions or Events Leading to Failure				
Urgent Shipment (circle one)	Yes	No	Signature & Date	
Internal Use Only				
Internal Comments				
Authorization Signature			Date	