30 Years
Warranty.

Explains the statutory warranty (truu care) and the extended warranty promise truu care+ with up to 30 years of warranty coverage. Describes the requirements such as annual maintenance by certified technicians and the exceptions for certain components.

truu care | statutory warranty

The warranty period in Germany is 24 months according to §438 BGB. In the event that a filter change (necessary for proper function of the membranes) is not carried out within the prescribed time, this warranty period is reduced to 12 months. The statutory warranty periods of other countries are available upon request from truu gmbh.

truu care+ | the extended warranty promise

For your truu home, truu home 2, truu home 3, truu mobile, truu mobile 2, truu mobile 3, truu outdoor water treatment system, a warranty of up to 30 years is granted. The prerequisite for this is regular service by a technician certified and authorized by truu gmbh. A warranty claim can only be made if all instructions in the manual have been observed and followed.

The following parts are subject exclusively to the statutory warranty of 2 years: the included pump, the UVC lamp, the power supply, the Aqua-Stop, switches (electrical parts), valves, and the faucet (moving part). For the truu mobile / truu mobile 2 / truu outdoor, the case is also subject exclusively to the statutory warranty of 2 years.

Warranty extension through regular maintenance

To ensure proper function and optimal filter effectiveness, the filter cartridges of your truu water treatment system must be replaced at least every 12 months. The replacement may only be carried out by a technician certified and authorized by truu gmbh. If maintenance takes place regularly, that is, once a year, your warranty claim is automatically extended by a further year. Through truu care+, truu gmbh enables you to have a warranty period of up to 30 years. You will be automatically notified about the timely filter change. A further requirement for warranty retention is that relocation of your truu system is also carried out by a certified and authorized technician. Only through professional disassembly, transport, and installation can we guarantee safe operation 100%.

It's good.
to be truu.