Goodwill Check
Warranty.

Explains how the truu care+ warranty extends up to 30 years through annual maintenance and under which conditions a system can be readmitted to the warranty through the paid 22-point goodwill check.

Warranty extension through regular maintenance

To ensure proper function and optimal filter effectiveness, the filter cartridges of your truu treatment system must be replaced at least every 12 months. If maintenance is carried out regularly, that is once a year, your warranty claim automatically extends for another year. Through truu care+, truu gmbh enables you to benefit from a warranty period of up to 30 years. You will be automatically notified about the timely filter replacement.

Additional prerequisite for warranty extension

A further prerequisite for warranty retention is that the relocation of your truu system is carried out by a certified and authorized technician. Only through proper disassembly, transport, and installation can we guarantee safe operation 100%.

Goodwill check for warranty retention

A truu system is always a truu system. Should your truu system, for whatever reasons, have lost the 30-year warranty (care+), then this is fundamentally no reason to have to forgo this outstanding service. To support all our customers optimally, we have therefore introduced the goodwill check for continued warranty retention. Our service technicians meticulously examine the condition and functionality of the entire system including accessories using a checklist comprising 22 points. With this, we create more than just a current quality proof and ensure that all components and individual parts of your truu system function properly just as they did on day one.

COSTS: The goodwill check is chargeable and costs in Germany including travel to and from site 248 € (EU 288 € / CH 288 CHF).

If the 22-point check is successfully completed, we can immediately readmit your system to our care+ warranty and it continues to run (based on the installation date) unimpeded under

the usual care+ conditions. If any of the points fails the check, we will provide you with a cost estimate that clearly states which repairs may still be necessary in order for you to enjoy full warranty coverage again.

It's good.
to be truu.