# Used
# **Devices.**

Overview of what to pay attention to when purchasing a used truu device - from inspection by the Customer Care Center through warranty levels (care, care+, repair) to relocation, disinfection and license services including prices.

**You have decided on a used device - no problem.**
Our high-quality truu drinking water refinement systems also have a secondary market for used devices, albeit a small one. So that you can use your new used device without problems and your warranty remains fully intact, we offer you, as a premium manufacturer, a range of services and our support.

**It is worth asking our Customer Care Center.**
If you have not yet purchased or paid for your new used device, it is worth asking our Customer Care Center. Please find out the following information before calling so that we can help you quickly and uncomplicated.

1. Who is selling the device?
2. What model is it home / home individual / mobile / outdoor?
3. Photo of the device?
4. What is the serial number?
5. Where will the device be installed in the future?

Reputable sellers will gladly provide you with this information, as they have nothing to hide. With this information, we can also specifically tell you whether everything is in order with the device and how many years of the 30-year warranty are still usable and what costs may still come to you. Transparency is important to us.

**What warranty benefits are available with truu?**
Our warranty / guarantee services are divided as follows:

**care**
statutory warranty during the first 2 years

**care+**
extended warranty from truu for up to 30 years, provided that the filter is changed annually by truu / relocation is handled by truu

**repair**
chargeable repair service for all devices outside of warranty/guarantee

## Our relocation service secures your warranty for up to 30 years (care+).

To maintain the warranty, it is absolutely necessary that the device is dismantled by truu and reinstalled at the new location. For this purpose, we offer a discounted relocation service for all devices that are still under warranty (care/care+). The relocation service is divided into "near" and "far". The "near" relocation service applies to all relocations within 50 km travel distance, is completed in one appointment (dismantling, secure transport, immediate installation) and costs 348 € (with care+) and 688 € for devices outside of warranty. If the relocation is more than 50 km travel distance away, you can use our "far" relocation service. In this case, the device is dismantled by truu, brought to the factory and delivered from there to the new installation location. This service costs 448 € (with care+) and 788 € for devices outside of warranty.

**Relocation Service | Price with care+ | Price outside of warranty**
near (up to 50 km travel distance, one appointment) | 348 € | 688 €
far (over 50 km, via the factory) | 448 € | 788 €
*Relocation Service Pricing*

## Disinfection service for 888 €

We are also happy to support you here, so that you can get a device that has not been used for a long time back in working order and operate it without any problems. Health comes first, and for devices that have not been used for longer than 3 weeks or have already been disassembled and are currently stored, it is absolutely necessary that they are completely disinfected. Germs, viruses, bacteria, fungi, and biofouling spread faster than you might think and lead, especially in devices that have been standing unused or disassembled for a long time, to the production of contaminated and health-hazardous water. Therefore, as a manufacturer, we must prohibit the use of such devices for health reasons to ensure you are not exposed to any risk. With our disinfection program, you will quickly be back in the safe range. To do this, simply send your new secondhand device to truu at our facility and we will thoroughly inspect everything and completely disinfect your device from the ground up.

**Disinfection service for truu mobile / truu outdoor for 888 €**
The disinfection service is always required for the truu mobile / truu outdoor when the owner changes, as this is part of the warranty conditions.

**Refinancing / participation in referral marketing for 1.130,50 €**
When purchasing a new truu drinking water refinement system, every customer also receives a license to participate in the refinancing program and recommendation marketing. Unfortunately, this license is always tied to one person only and cannot be transferred. So that you as a new user of a used system are not disadvantaged and can also benefit from refinancing and recommendation marketing, we offer you the option to acquire this license retroactively. The license price is 950 € plus value-added tax, which results in the somewhat unusual amount of 1,130.50 €. By purchasing the license, you can now realize the full potential and perhaps even turn truu into your new side income or even your main profession.

**Our Vision**
is a better life with perfect water, in its most original form, available for everyone on this planet, ecologically, sustainably, truu.

That is why we are delighted when you actively support our vision, use our product, benefit from it, and recommend it to others.

It's good.
**to be truu.**