

Congratulations on your investment into your health with pure water from the air.

Please read the operation manual provided with the Dragonfly and conduct routine cleaning as detailed to maintain a hygienically clean device.

We offer an in store credit in the form of a 'Credit Note' for any referrals you make which results in a purchase of another Dragonfly M-18 from URWATER. (Currently the Credit Note for each referral by an existing Dragonfly owner in the sum of \$50.00 (subject to change without notice))

A credit will be listed against your customer profile and will go towards the cost of your next filter replacement (not redeemable for cash or refund). If you receive multiple gift vouchers which exceed the total cost of replacement filters, you may be eligible to make alternative product purchases at a URWater store with the excess credit as well as receive you filter change for free. URWater will notify you by email or mail, of any credit/ gift voucher listed against your customer profile from referred sales.

The Dragonfly requires minimum levels of temperature and relative humidity to generate water from the air. If these required levels are not available in the place of operation, the Dragonfly will not be able to generate water. This could be as a result of either the temperatures or humidity levels dropping too low or limited airflow in the room of installation (small room with door closed would not be suited for water production). Please refer to the M-18 Water production table below for water making figures. Although during recent testing the Dragonfly still managed to generate around 400ml of water per hour at temperatures around 18 degrees with Relative Humidity levels ranging between 75 & 80%.

Alternatively, if the required levels are not available at varying times during the year, the Dragonfly can provide you with pure great tasting water all year round when an alternate water source is piped in by way of a 'Low pressure hose kit'. Contact URWater to enquire about accessories and refer to your manual for connection. This will allow your Dragonfly to constantly top up its water reservoir during the cold or low humidity periods. Then when temperatures and humidity levels return, you can simply turn off the alternate water source and allow the Dragonfly to again make you pure water from the air.

If you have any questions regarding your new Dragonfly M-18, please don't hesitate to contact URWater via phone, email or even in person at one of our stores and we'll gladly help you with your enquiry.

We thank you for making your purchase and trust that you will enjoy the great tasting pure water you now get to make from the air.

Water Production Table

Temperature in degrees Celsius	Relative Humidity (RH) %										
	40	45	50	55	60	65	70	75	80	85	90
20	230	320	350	420	490	560	630	680	780	850	900
25	320	410	460	570	620	700	770	850	930	1000	1050
30	420	510	560	680	750	840	920	980	1030	1110	1200
35	520	580	670	760	850	950	1000	1080	1130	1190	1260

(Measurements are in Millilitres per hour)

Typical Air conditioned setting 25 degrees Celsius & 55% Relative Humidity

WHAT DO I DO WHEN I HAVE A WARRANTY CLAIM?

Step 1: Ask yourself the following questions:

- ***Has your fault occurred during the warranty period?***
 - If Yes, (during the warranty period) go to the next question.
 - If No, (outside of warranty period) please contact URWater to arrange a quote for repairs by an Authorised technician.
- ***Is my claim going to be covered under the terms and conditions of the product warranty?***
 - If Yes, go to the next question.
 - If No, please contact URWater to arrange a quote for repairs by an Authorised technician.
- ***Do I have the original purchase receipt?***
 - If Yes, go to the next step.
 - If No, Contact URWater to arrange for a copy be emailed or faxed to you.

Step 2: If you live within the Service area:

Contact URWater to arrange a mutually suitable time for a service agent to inspect and attempt repairs to the faulty product at your place of residence (URWater representatives will be able to inform you if your residence is within the service area).

If you live outside of the Service area:

Contact URWater to arrange a mutually suitable time for you to deliver your product to our warehouse at 14/256 Musgrave Road Coopers Plains 4108 (if in Brisbane) or for all other areas, please ask your sales representative when you make your purchase or call URWater for directions for delivery of your product to your nearest URWater representative.

(URWater may at their discretion offer to conduct service visits outside of the service areas, however this service is subject to availability of service agents and will attract a charge which will be determined, disclosed and agreed upon by both yourself and by a URWater service representative, prior to the service visit occurring)

Dragonfly M-18

Warranty Contract Terms and Conditions

Product Eligibility, Coverage, Terms and Conditions:

In Australia this Guarantee is additional to the conditions and Guarantees which are mandatory as implied under the Trade Practices Act 1974 and State and Territory legislation.

This warranty only applies if the URWater product supplied with this warranty is imported into Australia by URWater Corporation Pty Ltd and is purchased in Australia from a URWater Store or authorised URWater product distributor.

The period of new warranty coverage is 12 months from the date of purchase. Extended warranty coverage for up to five (5) years from the date of purchase are available for purchase and are required to be entered into prior to receipt of the products. See store for details and pricing.

If during the relevant warranty period, the product covered by this warranty is found to be defective under normal conditions of use and servicing you should return the product to an authorised URWater repairer or point of purchase together with your original purchase receipt. URWater reserves the right to refuse to honour this Warranty if any information relating to the date or place of purchase of the covered product has been removed or changed. If you are unable to locate your original copy of your purchase receipt from a URWater point of sale you may request that URWater email you a copy of your purchase receipt.

You will be responsible for transporting the product to an authorised URWater repairer or place of purchase when claiming under this warranty. Risk of loss or damage to the product will be at your risk during transit to and from the Authorised URWater repairer or place of purchase. If you are within the Metro area of the place of purchase you may be eligible to have a URWater service agent conduct repairs at the place of installation of the product. Contact URWater to determine eligibility of this service.

This warranty only applies in the case of defect in materials, design or workmanship. Without limiting any statutory rights which may be available to consumers in respect of the URWater product, this warranty does not apply:

1. in the case of routine maintenance, repairs, servicing and replacement of parts due to normal wear and tear;
2. in the case of damage to or malfunction of the URWater Product caused by or resulting from:
 - a. normal wear and tear
 - b. failure to use the product for its normal purposes, failure to use the product in accordance with URWater's instructions relating to use and maintenance of the product or use inconsistent with technical or safety standards in Australia;
 - c. repairs undertaken by unauthorised service providers;
 - d. any power supply fault in ancillary equipment used with the product;
 - e. external interference;
 - f. salt build-up or rust corrosion;
 - g. Damage occurring during transportation, installation or while moving the product, Damage caused by accident, neglect, abuse, misuse, actual or attempted theft, sand, water damage, rust, corrosion, fire, vermin and/ or insect infestation, acts of god, commercial use (except for internal office use), power outages or surges, inadequate or improper voltage or current.
 - h. power plugs or leads, appearance items or cabinetry;
 - i. the entry of foreign matter to the product including, without limitation, liquid, moisture or dirt;
 - j. incorrect or incomplete installation resulting in the entry of water into the product;
 - k. alteration of the product by any person other than an Authorised URWater Service centre or Representative
 - l. Negligence;
 - m. Costs of removal or reinstallation outside of the Metro area of the place of purchase;
 - n. Replacement of, or damage caused by, consumables, internal or external to the product;
 - o. Defects in the product brought to your attention before purchase;
 - p. Products that are recalled by the manufacturer, importer or government agency;
 - q. Lamps, bulbs or fuses forming part of the product;
 - r. Non operating cosmetic items, paint, or product finish, accessories used in or with the eligible product unless covered under a separate Warranty Contract, cables, filter cartridges, UV Lamps and add on options incorporated in a product for which this contract was purchased;
 - s. Faults in any external wiring, electrical connection or plumbing which is not part of the product;
 - t. Routine maintenance, cleaning or external adjustments; or
 - u. Costs associated with a repairer inspecting the product if no product fault or damage is found.
3. If URWater reasonably believe the URWater product to be stolen;
4. If the URWater product is used for any purpose other than domestic and light commercial use (internal office use only);
5. If the URWater product is serviced by unauthorised service providers;

A service charge will be made for all claims on this warranty found not to be justified.

This contract is not a warranty of performance or insurance policy.

Transfer of ownership: This warranty can be transferred to a new owner of the product you purchased. To organise the transfer please contact URWater to arrange the transfer.

Service within the Brisbane Metro area:

In the event that a claim is made for a faulty product located within the Brisbane Metro area, a URWater representative will arrange with you a mutually suitable time in which a service can be arranged within a reasonable time period. An inspection will be carried out at the installed location of the product to determine the fault and repair if possible. If a fault cannot be rectified during this time, a replacement product will be loaned whilst the faulty product is taken to an authorised URWater service depot for repairs. If the fault cannot be rectified, URWater will replace the defective product with another new product at a time mutually suitable to both parties. Filtration cartridges and UV Lamps will be replaced with those from the faulty machine and placed into the replacement machine upon exchange. If the fault is rectified, a URWater representative will contact you to arrange a mutually suitable time for the exchange. The URWater representative will reinstall your machine in the same location previously installed, at this time.

Service outside of the Brisbane Metro area:

In the event that a claim is made for a faulty product located outside of the Brisbane Metro area, a URWater representative will arrange with you a mutually suitable time for you to deliver your product to the URWater warehouse located at 14/256 Musgrave Road, Coopers Plains QLD 4108 or as specified by URWater representatives. A URWater technician will inspect the product and attempt to rectify the fault within a

reasonable time period (if pre-arranged times are made for delivery, allow 6 working hours for technician to make required repairs). If fault cannot be rectified within this period a replacement product will be supplied whilst further repairs are carried out to rectify the fault. Upon completion of the repairs, a URWater representative will arrange with you a mutually suitable time for an exchange of products to occur. If the fault cannot be rectified during this time, a new replacement product will be provided. Filtration cartridges and UV Lamps will be replaced with those from the faulty machine and placed into the replacement machine upon exchange.

URWater may engage another person to perform its obligations under this contract and for this purpose you consent to URWater providing that person with your contact details and information about your purchase.

Disclaimer of liability

Under no circumstances shall coverage extend to any loss or damage to a person or property, direct, consequential or incidental, arising from use or inability to use the product, including any economic loss, to the extent that such may be disclaimed by law. This contract does not cover defects which are subject to manufacturer's recall or which are covered under a manufacturer's program of reimbursement. It is an extended warranty agreed to between you and URWater where your product was purchased. This is not a guarantee or promise relating to the nature of the material, workmanship or performance of the product covered by the contract.

You consent to these parties contacting you or a new owner of the product you purchased, including sending emails or making contact by telephone, for the purposes set out above. You confirm you have the necessary authority to provide this information and to give these consents.

You consent to all of the uses and disclosures of your contact details and information described in the URWater's Privacy Policy which can be accessed at www.urwater.com.au and this statement. URWater may use and disclose information about you to its insurers, its claims managers, its repairers and its other suppliers (including to any person situated outside of Australia) for the purposes of:

- Transferring this extended warranty to a new owner of the product you purchased.
- Processing claims in relation to this extended warranty.
- Repairing or replacing goods under this extended warranty.
- Offering goods and services related to this extended warranty to you.

You consent to these parties contacting you or a new owner of the product you purchased, including sending emails or making contact by telephone, for the purposes set out above. You confirm you have the necessary authority to provide this information and to give these consents.

Except as expressly provided to the contrary in this Warranty, to the extent permitted by law, all express and implied terms, conditions, representations and warranties relating to the URWater product are excluded and URWater will not be liable for any loss or damage (including injury, death, loss of profits or reputation, economic loss, indirect, special, consequential, general or any similar damages) arising in any way, either directly or indirectly, from the use of the URWater Product supplied with this warranty, any defect in the URWater product or from any failure by URWater or its directors, officers, servants, agents or contractors to perform any of its obligations under this warranty, whether as a result of negligence or otherwise.

If any condition or warranty is implied in the terms and conditions of supply of the URWater product supplied under this Warranty by the Trade Practices Act 1974 or any similar legislation of any state or territory of Australia and that legislation prohibits the exclusion, restriction or modification of such condition or warranty, such condition or warranty will be deemed to be included in the terms and conditions of supply of the URWater product. If any statutory right is granted to the purchaser of the URWater product supplied with this warranty by the Trade Practices Act 1974 or any similar legislation of any state or territory of Australia and that legislation prohibits the exclusion, restriction or modification of such right this warranty will be deemed to be in addition to and will in no way limit, vary or exclude the rights granted to the purchaser of the URWater product by virtue of such legislation.

To the extent permitted by law, URWater may limit its liability as follows to any one or more of the following, at its option:

1. if the breach relates to goods:
 - a. the replacement of the goods or the supply of equivalent goods;
 - b. the repair of goods;
 - c. the payment of the cost of replacing the goods or of acquiring equivalent goods;
 - d. the payment of the cost of having the goods repaired; and
2. if the breach relates to services:
 - a. the supplying of services; or
 - b. payment of the cost of having the services supplied again.

**FOR ALL WARRANTY CLAIMS AND ENQUIRIES PLEASE CALL
(07) 3277 7700, 9.00AM TO 5.00PM MONDAY TO FRIDAY, OR
EMAIL SALES@URWATER.COM.AU.**

HOW DOES THE EXTENDED WARRANTY WORK?

The Dragonfly M-18 comes standard with a 12 month Manufacturers warranty. However, if you wish to enjoy further peace of mind for up to 5 years from the date of purchase, URWater offers extended warranty coverage for an additional 1, 2, 3 or 4 years beyond the standard 12 month Manufacturers warranty period.

Please read the extended warranty contract terms and conditions for detailed information.

Extended warranty coverage options

Coverage from date of purchase	Cost (incl. GST)	Year 1	Year 2	Year 3	Year 4	Year 5
12 Months Manufacturers warranty	Included					
1 Year Extended Warranty or	\$75					
2 Year Extended Warranty or	\$150					
3 Year Extended Warranty or	\$175					
4 Year Extended Warranty	\$200					

What do you get when you purchase an extended warranty?

- If your Dragonfly is required to be taken away for repairs[#] you will be supplied with another machine until repairs are completed.
- All costs associated with mechanical and electrical defects including wear and tear* including parts and labour are covered.
- If your Dragonfly cannot be repaired it will be replaced with a new machine.
- URWater provides onsite service within specified service areas

Are there any Conditions I should know about?

- **You need to purchase the Extended Warranty Coverage within 3 months of the date of purchase of the goods or 3 months after taking possession of the goods.**
- You should read the extended warranty contract terms and conditions for the Dragonfly M-18.

[#] Only available within service areas.

- The protection is for mechanical and electrical defects including wear and tear, and is subject to the exclusions specified in the Extended Warranty Contract Terms and Conditions.

Dragonfly M-18 & T-16

Extended Warranty Contract Terms and Conditions

Product Eligibility, Coverage and Term:

The Dragonfly M-18 is covered by a 12 month manufacturer's warranty from the date of purchase. URWater agree to offer an extended warranty for either 1, 2, 3 or 4 years beyond the manufacturer's warranty period to a maximum of 5 years total coverage from the date of purchase of the product. Period of Extended Warranty coverage will be specified on original purchase receipt. Special terms apply to servicing outside of the Brisbane Metro area. The protection under this contract is for mechanical and electrical defects including wear and tear, and is subject to the exclusions specified below. This contract extends the time period of the coverage provided by the manufacturer for parts and labour.

URWater's Extended Warranty Contract covers products purchased new and manufactured for use in Australia, which at the time of purchase included the manufacturer's 12 month warranty valid in Australia. Warranty covers domestic and light commercial office use.

Extended Warranty coverage will run from the day after the New 12 month warranty has elapsed for an extended period of up to five (5) years depending on extended warranty purchased. The manufacturer provides the initial warranty coverage for a period of 12 months from the purchase date and the URWater Extended Warranty as detailed in the "URWater's New warranty Terms and Conditions", would continue from that date for the extended warranty period purchased. There is no claim limits, however if it becomes necessary to replace your product with a brand new equivalent product then this extended warranty will end when the replacement occurs. In the event that a product of equivalent specification is not available, we reserve the right to make a cash settlement up to the value of the original purchase price of the product.

Transfer of ownership: This warranty can be transferred to a new owner of the product you purchased. To organise the transfer please contact URWater to arrange the transfer.

Service within the Brisbane Metro area

In the event that a claim is made for a faulty product located within the Brisbane Metro area, a URWater representative will arrange with you a mutually suitable time in which a service can be arranged within a reasonable time period. An inspection will be carried out at the installed location of the product to determine the fault and repair if possible. If a fault cannot be rectified during this time, a replacement product will be loaned whilst the faulty product is taken to an authorised URWater service depot for repairs. If the fault cannot be rectified, URWater will replace the defective product with another new product at a time mutually suitable to both parties. Filtration cartridges and UV Lamps will be replaced with those from the faulty machine and placed into the replacement machine upon exchange. If the fault is rectified, a URWater representative will contact you to arrange a mutually suitable time for the exchange. The URWater representative will reinstall your machine in the same location previously installed, at this time.

Service outside of the Brisbane Metro area

In the event that a claim is made for a faulty product located outside of the Brisbane Metro area, a URWater representative will arrange with you a mutually suitable time for you to deliver your product to the URWater warehouse located at 14/256 Musgrave Road, Coopers Plains QLD 4108 or as specified by URWater representatives. A URWater technician will inspect the product and attempt to rectify the fault within a reasonable time period (if pre-arranged times are made for delivery, allow 6 working hours for technician to make required repairs). If fault cannot be rectified within this period a replacement product will be supplied whilst further repairs are carried out to rectify the fault. Upon completion of the repairs, a URWater representative will arrange with you a mutually suitable time for an exchange of products to occur. If the fault cannot be rectified during this time, a new replacement product will be provided. Filtration cartridges and UV Lamps will be replaced with those from the faulty machine and placed into the replacement machine upon exchange.

Exclusions from Coverage

- Non operating cosmetic items, paint, or product finish, accessories used in or with the eligible product unless covered under a separate Extended Warranty Contract, cables, filter cartridges, UV Lamps and add on options incorporated in a product for which this contract was purchased.
- Faults in any external wiring, electrical connection or plumbing which is not part of the product.
- Routine maintenance, cleaning or external adjustments.
- Costs associated with a repairer inspecting the product if no product fault or damage is found.
- Damage caused by accident, neglect, abuse, misuse, actual or attempted theft, sand, water damage, rust, corrosion, fire, vermin and/ or insect infestation, acts of god, commercial use (except for internal office use), power outages or surges, inadequate or improper voltage or current.
- Damage occurring during transportation, installation or while moving the product (any damage caused by a URWater representative during transportation, installation or while moving the product will be covered).
- Problems or defects caused by unauthorised modifications or failure to follow the manufacturer's instructions for usage or installation, operation or maintenance instructions.
- Costs of removal or reinstallation outside of the Brisbane Metro area.
- Replacement of, or damage caused by, consumables, internal or external to the product.
- Defects in the product brought to your attention before purchase.
- Products that are recalled by the manufacturer, importer or government agency.
- Lamps, bulbs or fuses forming part of the product.

URWater may engage another person to perform its obligations under this contract and for this purpose you consent to URWater providing that person with your contact details and information about your purchase.

Disclaimer of liability

Under no circumstances shall coverage extend to any loss or damage to a person or property, direct, consequential or incidental, arising from use or inability to use the product, including any economic loss, to the extent that such may be disclaimed by law. This contract does not cover defects which are subject to manufacturer's recall or which are covered under a manufacturer's program of reimbursement. This contract is not a warranty of performance or insurance policy; it is an extended warranty agreed to between you and URWater where your product was purchased. This is not a guarantee or promise relating to the nature of the material, workmanship or performance of the product covered by the contract.

You consent to all of the uses and disclosures of your contact details and information described in the URWater's Privacy Policy which can be accessed at www.urwater.com.au and this statement. URWater may use and disclose information about you to its insurers, its claims managers, its repairers and its other suppliers (including to any person situated outside of Australia) for the purposes of:

- Transferring this extended warranty to a new owner of the product you purchased.
- Processing claims in relation to this extended warranty.
- Repairing or replacing goods under this extended warranty.
- Offering goods and services related to this extended warranty to you.

You consent to these parties contacting you or a new owner of the product you purchased, including sending emails or making contact by telephone, for the purposes set out above. You confirm you have the necessary authority to provide this information and to give these consents.

FOR ALL WARRANTY CLAIMS AND ENQUIRIES PLEASE CALL (07) 3277 7700, 9.00AM TO 5.00PM MONDAY TO FRIDAY, OR EMAIL SALES@URWATER.COM.AU.

Dragon fly Water Production Table

Litres per day

Temp. °C	Relative Humidity (RH) %										
	40	45	50	55	60	65	70	75	80	85	90
20 °C	5.5	7.6	8.4	10.1	11.7	13.5	15.2	16.2	18.7	20.5	21.6
25 °C	7.6	9.8	11	13.7	14.9	16.7	18.5	20.4	22.3	24.1	25.1
30 °C	10	12.2	13.5	16.2	18	20.1	22	23.4	24.8	26.7	28.8
35 °C	12.4	13.9	16	18.2	20.3	22.7	24.1	25.8	27.1	28.5	30.2

Note: At 35°C 70%, the compressor starts and stops intermittently by the built-in thermal protection to prevent overheating.

- 25°C 55% RH typical aircon settings
- 28°C 64% RH average annual conditions for Brisbane

Litres per hour

Temp. °C	Relative Humidity (RH) %										
	40	45	50	55	60	65	70	75	80	85	90
20 °C	0.23	0.32	0.35	0.42	0.49	0.56	0.63	0.68	0.78	0.85	0.90
25 °C	0.32	0.41	0.46	0.57	0.62	0.70	0.77	0.85	0.93	1.00	1.05
30 °C	0.42	0.51	0.56	0.68	0.75	0.84	0.92	0.98	1.03	1.11	1.20
35 °C	0.52	0.58	0.67	0.76	0.85	0.95	1.00	1.08	1.13	1.19	1.26