

Manufacturer Limited Warranty

We offer a 1-year limited manufacturer warranty on new water filtration systems that are sold directly by iSpring Water Systems on different channels or by an authorized wholesaler such as Amazon.com, HD.com, Overstock.com, etc. This warranty covers defects in materials or workmanship in manufacturing your iSpring products. The warranty begins from the date of purchase. We will replace or repair any part of the product that we find to be defective due to faulty materials or workmanship within the warranty period starting on the date of the original purchase. The warranty does not cover any systems or products that were not installed in compliance with our instructions or that have been abused or operated incorrectly. Free shipping on replacement parts only applies to the 48 contiguous U.S. states. International customers are responsible for any VAT, tariff, duty, taxes, handling fees, customs clearance charges, etc.

Warranty Period:

- RO, UF or Whole House systems - 1-year warranty (not including filter packs)
- RO faucets - 3-year warranty
- Kitchen and Bath faucets - Lifetime warranty
- Filter pack - 30-day warranty
- Parts and accessories - 1-year warranty

Registration is required to activate your warranty. To register your product for the warranty, go to 123Filter.com and click on the "[Warranty](#)" tab. We do not have the order information from vendors other than 123Filter.com (meaning Amazon, Home Depot, etc.), so please be sure to include that info in your registration. If you have any questions or concerns about your product please do not hesitate to call us at 678-261-7611, email us at support@ispringfilter.com, or put it in the "Notes" box in your warranty registration. Your satisfaction is our business! If you are happy with our products and service, we would truly appreciate you leaving a review for your product on the respective site you purchased it from. We sell exclusively online, and customer feedback helps us stay in business and continue supplying replacement filter cartridges at factory direct prices. Thank you!

Phone Numbers:

Local / International: 1-678-261-7611

Fax: 678-530-1070

Office Hours:

Monday-Friday 8:30 a.m. - 5:30 p.m. EST

Technical Support Hours:

Monday-Friday 8:30 a.m. - 5:30 p.m. EST

Mailing Address:

iSpring Water Systems
3020 Trotters Pkwy
Alpharetta, GA 30004 USA