

Product Terms

Use, Installation & Compliance

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These Product Terms govern the use, installation, operation, and compliance of all products supplied by Driink.me LLC. They form part of the overall Driink.me LLC Terms & Conditions.

1. Scope of Product Terms

These Product Terms apply to all water treatment products supplied by Driink.me LLC, including but not limited to:

- ultra-filtration systems,
- water softeners,
- replacement filters,
- accessories and related components.

These terms apply regardless of whether products are supplied to consumers, businesses, or third-party operators.

2. Intended Use of Products

2.1 General Intended Use

Driink.me LLC products are engineered for water treatment applications in residential, commercial, and hospitality environments.

Product performance and outcomes depend on factors including:

- incoming water quality,
 - correct installation,
 - system configuration,
 - usage patterns,
 - and ongoing maintenance.
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2.2 Ultra-Filtration Systems (e.g. Flow 2)

Ultra-filtration systems supplied by Driink.me LLC are **designed for drinking water and domestic water treatment applications.**

These systems are engineered to improve water quality by reducing:

- sediment,
- bacteria,
- micro-particles,
- and other physical contaminants within the system's technical specifications.

Final water quality depends on the quality of the incoming water source and proper system installation and maintenance.

2.3 Water Softeners

Water softeners supplied by Driink.me LLC are designed **solely to reduce water hardness and limescale.**

Water softeners:

- do not disinfect water,
- do not remove bacteria or viruses,
- do not remove chemical or dissolved contaminants,
- are **not drinking water treatment systems.**

Water softeners must not be marketed, represented, or used as systems for producing drinking water.

3. Drinking Water & Regulatory Compliance

While certain products are designed for drinking water applications, **Driink.me LLC does not guarantee** that treated or filtered water meets local drinking water or potable water standards without independent verification.

Drinking water regulations and standards vary by country, region, and application.

Unless expressly agreed otherwise in writing:

- responsibility for compliance with local drinking water regulations,
- certification, approvals, and testing,
- and ongoing monitoring

rests solely with the Customer or system operator.

4. Independent Water Testing

Where water is intended for drinking purposes, the Customer is responsible for:

- arranging independent laboratory testing,
- using accredited testing institutes where required,
- and obtaining any certifications or approvals mandated by local law.

Use of treated or filtered water for drinking purposes without appropriate testing or certification is undertaken at the Customer's own risk.

5. Installation Requirements

Products must be installed:

- in accordance with the supplied manuals and technical instructions,

- by qualified and competent personnel,
- in compliance with local building, plumbing, and health regulations.

Incorrect installation may:

- impair system performance,
 - compromise water quality,
 - void warranty and liability claims.
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6. Operation & Maintenance

Proper operation and maintenance are mandatory.

This includes, but is not limited to:

- timely filter replacement,
- system flushing where required,
- use within specified operating limits,
- adherence to maintenance intervals stated in product documentation.

Failure to maintain the system as instructed may result in:

- reduced performance,
 - hygiene risks,
 - exclusion of warranty and liability claims.
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7. Modifications & Misuse

Products must not be:

- modified,

- altered,
- repaired using non-approved components,
- or used outside their intended application.

Unauthorised modifications or misuse void any warranties and exclude liability.

8. No Medical or Health Claims

Driink.me LLC products are not medical devices and do not provide medical, therapeutic, or health guarantees.

Any perceived health benefits are incidental and not warranted.

9. Product Information & Marketing Alignment

Product descriptions, diagrams, and marketing materials describe general system capabilities and intended use.

They do not replace:

- professional installation advice,
- water analysis,
- regulatory compliance obligations.

In the event of inconsistency, these Product Terms prevail.

10. Liability Limitation (Product Use)

To the maximum extent permitted by law:

- Driink.me LLC excludes liability for damages arising from improper use, installation, maintenance, or regulatory non-compliance,
- liability for indirect or consequential damages is excluded.

Mandatory statutory liability, including product liability and personal injury, remains unaffected.

11. Reference to Other Terms

Matters relating to:

- pricing and payment,
- delivery and transfer of risk,
- warranty periods,
- returns and withdrawal rights,
- governing law and jurisdiction

are governed by the Sales & Supply Terms and Legal & Compliance Terms.