

Limited Warranty for

Aquaporin Inside™ Reverse Osmosis Flat Sheet Membrane

Aquaporin Inside™ 反渗透平板膜的有限保修

Aquaporin China Co. Ltd. (“**Aquaporin**”) provides a limited warranty (the “**Warranty**”) to the original purchaser covering materials, workmanship and initial performance of Aquaporin Inside™ reverse osmosis flat sheet membrane (the “**RO FS**”) under the following terms and conditions:

欧科泊润净水设备（上海）有限公司（以下简称“**Aquaporin**”）向原始购买者提供有限保修（以下简称“**保修**”），涵盖 Aquaporin Inside™ 反渗透平板膜（以下简称“**RO FS**”）的材料、工艺和初始性能，具体条款和条件如下：

1. **Materials and Workmanship Warranty (the “Materials and Workmanship Warranty”)**

材料和工艺保修（以下简称“材料和工艺保修”）

- 1.1 Aquaporin warrants that the RO FS, under substantiated normal use, (i) will be free from defects in materials and manufacturing workmanship that would prevent the RO FS from being used for the intended purpose; and (ii) will conform to the specifications relevant for the RO FS. This Materials and Workmanship Warranty shall be effective for six (6) months from the date of delivery to a carrier at a shipping point (the “Materials and Workmanship Warranty Period”).

Aquaporin 保证，在经证实正常使用的前提下，RO FS (i) 不存在任何会妨碍其用于预期用途的材料和制造工艺方面的缺陷；且 (ii) 符合 RO FS 的相关规格要求。材料和工艺保修自 RO FS 于装运点交付给承运商之日起生效，有效期为六（6）个月（以下简称“材料和工艺保修期”）。

- 1.2 The original purchaser shall without undue delay notify Aquaporin of any defect that appears in the RO FS. Failure to notify Aquaporin of said defect, within thirty (30) calendar days from the date on which the defect is noticed or could have been noticed, shall mean that the original purchaser loses the right to have the defect remedied. A valid form of bill of sale or receipt, substantiating the purchase and the date thereof, must be presented to Aquaporin within the Materials and Workmanship Warranty Period to obtain warranty service.

如果原始购买者发现 RO FS 存在任何缺陷，应及时通知 Aquaporin。若未在发现或应当发现缺陷之日起三十（30）个日历日内通知 Aquaporin，则原始购买者将丧失要求对缺陷进行补救的权利。在材料和工艺保修期内，如要获得保修服务，原始购买者须向 Aquaporin 提供有效的销售凭证或收据，以证明购买的事实及购买日期。

2. Initial Performance Warranty (the “Initial Performance Warranty”)

初始性能保修（以下简称“初始性能保修”）

- 2.1 Aquaporin warrants that, after stabilization, the RO FS will meet the initial minimum water flux and salt rejection under standard test conditions as specified in the product specifications, until the first to occur of:

Aquaporin 保证，在稳定化处理后，RO FS 在产品规格中规定的标准测试条件下将符合初始最小水通量和脱盐率，直至以下任一情况先发生：

- a. first use in element manufacturing; or
首次用于元件生产；或
- b. six (6) months after the date of delivery to a carrier at a shipping point.
于装运点交付给承运商之日起六（6）个月。

- 2.2 If the provision of clause 2.1a applies, the Initial Performance Warranty shall be deemed void if the original purchaser does not notify Aquaporin in writing of the RO FS failure within thirty (30) calendar days after the first day of use of the RO FS in the element manufacturing. Together with such notification a valid document, substantiating the element manufacturing and the date thereof, must be presented to Aquaporin.

在适用第 2.1a 条的情况下，如果原始购买者未在 RO FS 投入元件生产首日后三十（30）个日历日内书面通知 Aquaporin RO FS 发生故障，则初始性能保修视为失效。通知时，原始购买者须向 Aquaporin 提供有效文件，证明已投入元件生产的事实及元件生产日期。

- 2.3 If the provision of clause 2.1b applies, the Initial Performance Warranty shall be deemed void if the original purchaser does not notify Aquaporin in writing of the RO FS failure within thirty (30) calendar days following six (6) months after the date of delivery to a carrier at a shipping point. Together with such notification a valid document, substantiating the delivery and the date thereof, must be presented to Aquaporin.

在适用第 2.1b 条的情况下，如果原始购买者未在 RO FS 于装运点交付给承运商之日后六（6）个月届满后三十（30）个日历日内书面通知 Aquaporin RO FS 发生故障，则初始性能保修视为失效。通知时，原始购买者须向 Aquaporin 提供有效文件，证明已交付的事实及交付日期。

- 2.4 Aquaporin does not warrant initial discoloration of permeate water during initial flushing. Upon startup, the permeate water output during the initial first hour of operation for flushing may exhibit discoloration and should be discarded.

Aquaporin 不对初始冲洗阶段产水的暂时性变色提供任何保证。系统启动时，在最初一小时冲洗运行期间产生的产水可能出现变色现象，应予以弃置。

- 2.5 Failure or refusal to disclose to Aquaporin the use and testing parameters of the RO FS in the event of failure of performance shall render the Initial Performance Warranty null and void.

若发生性能故障时未向 Aquaporin 披露或拒绝披露 RO FS 的使用参数和测试参数，将导致初始性能保修失效。

3. Aquaporin's Obligations and Remedy of the Original Purchaser

Aquaporin 的义务及原始购买者享有的补救措施

- 3.1 For breach of the Materials and Workmanship Warranty and Initial Performance Warranty the sole remedy of the original purchaser and Aquaporin's (including those affiliates involved in the distribution and sale of the RO FS) exclusive liability is limited to replacement of the RO FS, which is determined to be defective after examination. Aquaporin may request to return the defective RO FS for the purpose of such examination. The original purchaser shall handle the returns and replacements of defective RO FS in accordance with the instructions given by Aquaporin. Upon Aquaporin's confirmation of breach of the Warranty, all shipping costs related to the replacement of the RO FS will be paid by Aquaporin.

在发生违反材料和工艺保修及初始性能保修的情况下，原始购买者享有的唯一补救措施，以及 Aquaporin（包括参与 RO FS 分销和销售的关联公司）承担的唯一责任，仅限于对经检查确定存在缺陷的 RO FS 进行更换。Aquaporin 可要求退回存在缺陷的 RO FS 进行检查。原始购买者应根据 Aquaporin 的指示处理缺陷 RO FS 的退回和更换事宜。在 Aquaporin 确认存在违反保修的情况后，有关更换 RO FS 的所有运输费用将由 Aquaporin 承担。

- 3.2 Replacement RO FS will be warranted under the terms set forth herein for the remainder of (i) the original Materials and Workmanship Warranty Period, (ii) the original Initial Performance Warranty Period or (iii) three (3) months, whichever is longer.

更换后的 RO FS 将按照本保修之规定，在 (i) 原材料和工艺保修期的剩余期限，(ii) 原初始性能保修期的剩余期限，或 (iii) 三（3）个月（以较长者为准）内继续享受保修。

4. Exclusions and Limitations

免责和限制

- 4.1 This Warranty is contingent upon proper warehousing, shipment and substantiated normal use of the RO FS, as set forth in Shipping, Handling, and Storage Guide for Aquaporin Inside™ Flat Sheet Reverse Osmosis Membrane, attached hereto as Exhibit A, as it may be updated by Aquaporin from time to time. This Warranty specifically does not apply if the RO FS have had the serial or lot number altered, defaced, or removed, or to defects attributable to (i) modifications to or alterations of the RO FS by any party other than Aquaporin, (ii) faulty maintenance, incorrect installation or faulty repair by any party other than Aquaporin, (iii) use of the RO FS for a purpose for which it was not designed or intended, (iv) normal wear and tear or deterioration, (v) misuse, abuse, negligence or accidents.

本保修以 RO FS 适当仓储、运输及经证实正常使用为前提，具体以《Aquaporin Inside™ 反渗透平板膜运输、处理和储存指南》（附于本协议作为附件 A，可经 Aquaporin 不时更新）的规定为准。在 RO FS 的序列号或批号被涂改、磨损或去除，或因以下原因导致缺陷的情况下，本保修明确不适用：(i) Aquaporin 以外的任何他人对 RO FS 进行改造或变更；(ii) Aquaporin 以外的任何他人进行不当维护、错误安装或不当维修；(iii) 将 RO FS 用于设计及预期用途以外的任何其他用途；(iv) 正常磨损或老化；或 (v) 误用、滥用、过失或事故。

- 4.2 This Warranty does not apply to the RO FS where Aquaporin has expressly disclaimed the warranty obligation pertaining to the RO FS. Also, the Warranty only applies to the RO FS purchased from an authorized distributor/reseller.

本保修不适用于 Aquaporin 已明示声明不承担保修义务的 RO FS。此外，本保修仅适用于从授权分销商/经销商处购买的 RO FS。

5. Warranty Claim Procedure and Unauthorized Returns

保修申请流程及未经授权的退回

- 5.1 The warranty service is subject to Aquaporin's examination and approval. To the extent the original purchaser desires to institute a warranty claim, it shall follow the claim procedure provided by Aquaporin.

保修服务须经 Aquaporin 检查和批准。原始购买者如需提出保修申请，应遵循 Aquaporin 提供的申请流程。

- 5.2 Before returning any RO FS to Aquaporin for any warranty examination, Aquaporin must be contacted to obtain permission to return the RO FS. For more information, please contact support@aquaporin.com. Any RO FS shipped to Aquaporin or any of its affiliates without permission will be returned to shipper unopened, freight collected.

在将任何 RO FS 退回 Aquaporin 进行保修检查前，原始购买者须先联系 Aquaporin 以获得退回许可。更多详情请联系 support@aquaporin.com。如果未经许可将 RO FS 退回 Aquaporin 或其关联公司，将原封不动退回发货人，运费到付。

6. Disclaimer

免责声明

- 6.1 THE WARRANTY PROVIDED ABOVE IS THE ONLY WARRANTY APPLICABLE BETWEEN AQUAPORIN'S DISTRIBUTOR/RESELLER AND AQUAPORIN WITH RESPECT TO THE RO FS AND NO OTHER WARRANTIES OF ANY KIND SHALL APPLY. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, AQUAPORIN DISCLAIMS AND EXCLUDES ALL OTHER WARRANTIES OTHER THAN THE EXPRESS WARRANTIES SET FORTH ABOVE, WHETHER STATUTORY, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, TITLE AND NON-INFRINGEMENT. CERTAIN JURISDICTIONS

DO NOT ALLOW THE EXCLUSION OF WARRANTIES AS SET FORTH HEREIN. IF LAWS UNDER SUCH JURISDICTIONS APPLY, THEN ALL EXPRESS AND IMPLIED WARRANTIES ARE LIMITED TO THE WARRANTY PERIODS IDENTIFIED ABOVE, AND OTHERWISE TO THE MAXIMUM EXTENT PERMITTED BY LAW. EXCEPT AS PROVIDED IN THIS WRITTEN WARRANTY OR TO THE MINIMUM EXTENT REQUIRED BY MANDATORY LAW, NEITHER AQUAPORIN NOR ANY OF ITS AFFILIATES SHALL BE LIABLE FOR ANY SPECIAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR INDIRECT LOSSES OR DAMAGES INCLUDING LOSS OF DATA, LOSS OF PROFIT, REVENUE OR PRODUCTION, INTEREST ON INVESTMENTS, LOSS OF GOODWILL, COST OF CAPITAL, COST OF SUBSTITUTE EQUIPMENT, FACILITIES OR SERVICES, DOWNTIME COSTS OR CLAIMS OF CUSTOMERS REGARDLESS OF WHETHER SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF THE SAME. AQUAPORIN'S TOTAL AND AGGREGATE LIABILITY FOR ALL CLAIMS UNDER THIS WARRANTY SHALL BE LIMITED TO AND IN NO CASE EXCEED THE PRICE PAID FOR THE RO FS. THESE LIMITATIONS ON POTENTIAL LIABILITIES HAVE BEEN AN ESSENTIAL CONDITION IN SETTING THE RO FS PRICE.

上述保修是 Aquaporin 分销商/经销商与 Aquaporin 之间就 RO FS 适用的唯一保修，任何其他保修（无论任何性质）均不适用。在适用法律允许的最大范围内，Aquaporin 声明不提供并排除上文所载的明示保修以外的所有其他保修内容，无论是法定的、明示的或默示的，包括任何关于适销性、特定用途适用性、所有权及不侵权的默示保修。但某些司法管辖区不允许排除上述保修。如果适用此类司法管辖区的法律，则所有明示和默示的保修内容均限于上述保修期限，或在法律允许的最大范围内适用。除非本书面保修中另有规定或在法律强制要求的最低限度内，Aquaporin 及其关联公司均不对任何特殊、附带、衍生性、惩罚性或间接损失或损害承担责任，包括数据丢失、利润损失、收入损失、生产损失、投资利息损失、商誉损失、资本成本、替代设备、设施或服务成本、停机成本或客户索赔，无论是否事先已被告知可能发生此类损失。Aquaporin 在本保修中承担的全部责任累计应限于且不得超过 RO FS 的实付价格。潜在责任的上述限制是确定 RO FS 价格的基本条件。

7. Applicable Law and Applicability

适用法律和适用范围

- 7.1 This Warranty is governed by and construed under the laws of the People's Republic of China without regard to its conflicts of laws provisions.

本保修受中华人民共和国法律管辖并据其解释，排除冲突法的适用。

- 7.2 This Warranty may be subject to Aquaporin's change at any time without notice.

Aquaporin 可随时变更本保修，无须另行通知。

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Aquaporin Inside™ Flat Sheet Reverse Osmosis Membrane

Shipping, Handling, and Storage Guide

Introduction

This document outlines the guidelines for the shipping, handling, and storage of Aquaporin Inside™ Reverse Osmosis Flat Sheet Membranes (RO FS).

Proper handling and storage of RO FS is important to:

1. Prevent damage from handling, such as physical scratches. The polyamide rejective layer of RO FS is fragile and prone to damage, which would cause loss in functionality.
2. Prevent biogrowth on RO FS by following the storage guide written on the cardboard box.
3. Prevent performance deterioration due to harsh or inappropriate handling and/or environment. Contamination or chemical reactions may occur, which would irreversibly damage the functionality of RO FS.

Shipping and Transportation

During shipping and transportation, RO FS deterioration may occur due to several common causes: physical damage and harsh or inappropriate shipping or transportation environments. To ensure minimum or no damage to the RO FS from shipment and transportation, users shall:

1. Keep the RO FS packages away from protruding surfaces or sharp items to prevent physical damage to the RO FS.
2. Secure the RO FS packages on pallets, and move the pallet instead of directly gripping the RO FS package body.
3. Ensure that the placement of the RO FS packages on the pallet is stable and secure, to avoid external force and vibration to the membrane rolls.
4. During shipping and transportation, maintain the temperature below 40 °C. If the shipping period is longer than two months, temperature must be maintained below 30

- °C. Prolonged exposure of RO FS to temperatures > 40 °C will accelerate the deterioration of membrane functionality.
5. The recommended shipping method is air shipment or temperature-controlled ocean freight.
 6. Arrange land transportation with enclosed vehicles, such as box trucks, to protect RO FS from direct exposure to sunlight.

Storage

Prior to use, the user shall:

1. Store the RO FS in their original packaging. Keep dry and store away from direct sunlight.
2. Store RO FS in:
 - a. Temperatures within 5 to 35 °C, and
 - b. Relative humidities (RH) within 40 to 80%.
3. Avoid freezing the RO FS and keep away from any moisture.
4. Avoid storing RO FS with harsh and incompatible chemicals such as:
 - a. Corrosive, flammable, explosive or hazardous substances
 - b. Non-ionic or cationic surfactants, coagulants, organic solvents, oils, polymer, solid with scratches,
 - c. Chlorine gas, ozone, potassium permanganate, hypochlorite ions, and other oxidized substances.

After opening, the user should fully consume the RO FS as soon as possible.

If the storage of an opened RO FS roll is unavoidable, the user shall:

1. Store the opened RO FS roll in:
 - a. Temperatures within 20 to 30 °C, and
 - b. RH within 50 to 70%.
2. If the opened RO FS roll will not be consumed soon, it is recommended to pack it back to the original packaging, following the repacking procedures described in the RO FS Operation Guide. This is to minimise the oxidation and over-drying of RO FS.
3. Keep opened RO FS dry and store away from direct sunlight.
4. Store opened RO FS away from harsh or incompatible chemicals listed in the previous paragraph, point 4.

Handling

When using the RO FS after opening, the user shall:

1. Handle the RO FS roll with care. Avoid contacting the rolls with sharp items or protruding surfaces.
2. Avoid touching the active layer of RO FS with any sharp or rough items to prevent performance deterioration.
3. Handle the RO FS with clean hands or gloves to minimise contamination.
4. Avoid contacting the RO FS with harsh chemicals, as listed in the “Storage” section, which would affect RO FS performance.

Recommended Personal Protective Equipment (PPE) when handling RO FS:

1. Protective apparel
2. Safety gloves (nitrile rubber)
3. Eye protection (safety goggles)

Aquaporin Inside™

反渗透平板膜

运输、处理和储存指南

介绍

本文件概述了 Aquaporin Inside™ 反渗透平板膜

(RO FS) 的运输、处理和储存指南。妥善处理 and 储存 RO 平板膜对于以下方面至关重要：

1. 防止因处理不当造成的损坏，如物理划痕。RO 平板膜的聚酰胺脱盐层脆弱且易受损，这会导致其功能丧失。
2. 遵循纸箱上的储存指南，防止 RO 平板膜上生物生长。
3. 防止因粗暴或不当的处理和/或环境导致的性能下降。可能会发生污染或化学反应，从而对 RO 平板膜的功能造成不可逆的损害。

装运和运输

在装运和运输过程中，RO 平板膜由于几种常见的原因，可能会出现变质原因：物理损坏和恶劣或不适当的装运或运输环境。为确保装运和运输过程对反渗透膜系统造成的损坏最小或没有损坏用户应当：

1. 保持 RO 平板膜包装远离突出物表面或尖锐物品，以防止物理对反渗透膜造成损坏。
2. 将 RO 平板膜包装固定在托盘上，然后移动托盘而不是直接夹住 RO 平板膜包装体。
3. 确保 RO 平板膜包装在托盘上的放置稳定且安全，以避免膜片受到外力和振动。
4. 在运输和装运过程中，保持温度低于 40°C。如果运输周期超过两个月，则温度必须保持在 30°C 以下。RO 平板膜长时间暴露在高于 40°C 的温度下会加速膜功能的退化。
5. 建议的运输方式是空运或温控海运。
6. 安排陆地运输时使用封闭式车辆，如箱式货车，以保护 RO 平板膜免受阳光直射。

存储

在使用之前，用户应：

1. 将 RO 平板膜存放在其原始包装中。保持干燥，并远离阳光直射。
2. 将 RO 平板膜存储在：
 - a. 温度为 5°C 至 35°C 的环境中，
 - b. 相对湿度 (RH) 为 40% 至 80 % 的环境中。
3. 避免 RO 平板膜冻结并远离任何潮湿环境。
4. 避免将 RO 平板膜与有刺激性和不相容的化学物质一起存放，如：
 - a. 腐蚀性、易燃性、易爆性或危险物质
 - b. 非离子或阳离子表面活性剂、混凝剂、有机溶剂、油类、聚合物、有划痕的固体
 - c. 氯气、臭氧、高锰酸钾、次氯酸根离子以及其他氧化性物质。开封后，用户应尽快

完全使用 RO 平板膜。

如果已开封的 RO 平板膜卷膜必须存储， 用户应：

1. 将已开封的 RO 平板膜卷膜存放在：
 - a. 温度为 20°C 至 30°C 的环境中，
 - b. 相对湿度（RH）为 50% 至 70% 的环境中。
2. 如果已开封的 RO 平板膜卷膜不会很快使用， 建议按照 RO 平板膜操作指南中描述的重新包装程序， 将其重新包装回原始包装中。 这是为了最大限度地减少 RO 平板膜的氧化和过度干燥。
3. 保持已开封的 RO 平板膜干燥， 并远离阳光直射。
4. 将已开封的 RO 平板膜存放在远离上文第 4 点中列出的有害或不相容化学物质的地方

处理

在打开 RO 平板膜后使用时， 用户应：

1. 小心处理 RO 平板膜卷。 避免用尖锐物品或突出表面接触卷膜。
2. 避免用任何尖锐或粗糙的物品接触 RO 平板膜的活性层， 以防止性能下降。
3. 用干净的手或手套处理 RO 平板膜， 以尽量减少污染。
4. 避免将 RO 平板膜与“存储”部分中列出的有刺激性化学物质接触， 因为这些物质会影响 RO 平板膜的性能。

处理 RO 平板膜时推荐的个人防护装备（PPE）：

1. 防护服
2. 安全手套（丁腈橡胶）
3. 眼部防护（安全护目镜）