

1-Year Manufacturer Limited Warranty (Parts and Labor)

1. Coverage: **Water Service Elite** warrants its water treatment systems, installed by an authorized dealer, to be free from defects in materials and workmanship to the original residential purchaser (the "CUSTOMER") for a period of one year from the date of installation. This warranty includes both parts and labor.

2. Duration: The 1-Year Manufacturer Limited Warranty covers parts and labor for one year from the installation date.

3. Components Covered:

- Ion Exchange Resin (if applicable)
- Treatment Medias (if applicable)
- Controls and Valves (if applicable)
- Mineral and Storage Tanks (if applicable)
- Pumps and Switches (if applicable)
- Reverse Osmosis & UF Systems (if applicable)
- Ultraviolet Lights (excluding bulbs and sleeves or LED)

4. Service: During the first year, **Water Service Elite** will repair or replace defective parts at no charge, including labor.

5. Exclusions:

- Damage due to neglect, abuse, accidents, abnormal weather, acts of God, vandalism, or extraordinary circumstances.
- Equipment not installed by an authorized dealer or not operated according to manufacturer's directions.
- Tampering or repairs by unauthorized persons voids the warranty completely.
- Renewable components and non-**Water Service Elite** equipment are not covered.
- If the system is installed outdoors, it must be protected from direct sunlight, rain, freezing, and other environmental conditions. Failure to provide such protection will void the warranty.

6. Claims:

- Claims must be accompanied by a copy of the purchase order and current utility bill.
- Retain the original receipt for proof of purchase.
- **Water Service Elite** reserves the right to inspect the equipment before honoring any warranty claim.

7. Limitations:

- Liability does not exceed the purchase price of the equipment.
- Does not cover indirect damages.

8. Legal Rights: This warranty provides specific legal rights; additional rights may vary by state.

9. Contact: Warranty claims must be submitted in writing to: **Water Service Elite** Warranty Department, 10005 Muirlands Blvd, Suite O, Irvine, CA 92618.

They can also be emailed to us at: Admin@waterserviceelite.com.

Ultimate Protection Plan

- 1. Coverage:** The Ultimate Protection Plan extends the coverage of the standard Lifetime Limited Warranty, offering additional benefits and services for the ultimate peace of mind.
- 2. Coverage Period:** The Ultimate Protection Plan provides an additional 5 years of coverage beyond the standard warranties. This includes extending coverage for 5 years after the end of the 1-Year Manufacturer Limited Warranty and the Lifetime Limited Warranty, ensuring comprehensive protection for parts and labor during this extended period.(total of 6 years from the date of purchase)
- 3. Purchase Requirement:** **The Ultimate Protection Plan must be purchased separately.** Customers must opt in within the first year of installation.
- 4. Renewal Option:** After the initial 5-year plan, customers may renew the Ultimate Protection Plan for an additional 5 years. Customers must renew before the expiration of the current plan to maintain continuous coverage.
- 5. System Upgrade Opportunity:** After the second 5-year extension (Year 11), customers are eligible to upgrade their system at a special discounted price with priority service scheduling.
- 6. Components Covered:** All components from standard warranty, plus:
 - Replacement filters and cartridges
 - UV bulbs and sleeves or LED (if applicable)
- 7. Service:** Includes annual maintenance check-ups and priority service with no charge for labor, shipping, or handling costs during the extended warranty period.

If we respond to an emergency service call and the issue is found to be unrelated to our system, a service fee will be charged. The fees are \$175 for weekdays and \$275 for weekends.(service fees are subject to change without notice.)

8. Additional Benefits:

- **24/7 App Access Monitoring:** Full Access to Water Management App
- **Priority Replacement:** Fast-track replacement of defective parts.
- **Free Upgrades:** Eligibility for free system upgrades(Drinking water only) during the warranty period if upgrades are available.
- **Eco-Friendly Disposal:** Free disposal and recycling of old components.

9. Exclusions:

- Damage due to neglect, abuse, accidents, abnormal weather, acts of God, vandalism, or extraordinary circumstances.
- Equipment not installed by an authorized dealer or not operated according to manufacturer's directions.
- Tampering or repairs by unauthorized persons voids the warranty completely.
- Renewable components and non-**Water Service Elite** equipment are not covered.
- If the system is installed outdoors, it must be protected from direct sunlight, rain, freezing, and other environmental conditions. Failure to provide such protection will void the warranty.

10. Claims: Requires the same documentation as the standard warranty, plus proof of purchase for the Ultimate Protection Plan.

11. Limitations:

- Liability does not exceed the purchase price of the equipment.
- Does not cover indirect damages.

12. Change of Address Clause: In case of a change of address, only **Water Service Elite** authorized technicians and personnel are permitted to remove and reinstall the system to maintain the Ultimate Protection Plan under the same ownership.

13. Legal Rights: This warranty provides specific legal rights; additional rights may vary by state.

14. Contact: Extended warranty claims must be submitted in writing to:

Water Service Elite Warranty Department, 10005 Muirlands Blvd, Suite O, Irvine, CA 92618

They can also be emailed to us at: Admin@waterserviceelite.com.

Leak Detection Service Disclaimer

The leak detection service provided with your **Water Service Elite** system is managed and operated by a third-party service provider. **Water Service Elite** does not control the operation, maintenance, or functionality of this third-party service.

Limitation of Liability: **Water Service Elite** is not liable for any failures, malfunctions, or service outages related to the leak detection service. This includes, but is not limited to, issues stemming from internet connectivity problems, third-party service disruptions, or system malfunctions.

The homeowner is responsible for ensuring their internet connection is functional and that the third-party service is properly maintained and operational.

Notification and Action: **Water Service Elite** is not responsible for any failure to notify the homeowner or any delays in taking action due to issues with the third-party service. Timely notifications and actions are dependent on the proper functioning of the third-party service and the homeowner's internet connection.

Recommendations for Homeowners: Homeowners are advised to regularly check the status of their leak detection system and ensure their internet connectivity is maintained. It is also recommended to set up multiple methods of receiving notifications (e.g., email, SMS, app alerts) to minimize the risk of missed alerts.

Service Terms and Conditions: The terms and conditions of the third-party service provider apply to the leak detection service. Homeowners should familiarize themselves with these terms to understand the scope and limitations of the service.

