

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.
- 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.

Lifetime Limited Warranty (For as long as you own the equipment)

1. Coverage: After the expiration of the 1-Year Manufacturer Limited Warranty, **Water Service Elite** warrants its water treatment systems to be free from defects in materials and workmanship to the original residential purchaser for the lifetime of the original equipment owner.

2. Duration: The Lifetime Limited Warranty covers parts for as long as the original customer owns the equipment. 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 Lifetime Limited Warranty under the same ownership.

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 (excluding replacement filters and cartridges)
- Ultraviolet Lights (excluding bulbs and sleeves or LED)

4. Service: **Water Service Elite** will repair or replace defective parts at no charge (excluding labor, shipping, and handling costs). **This warranty applies only if the customer has maintained the scheduled recommended service as outlined in the product manual. Failure to properly service the system at the recommended intervals will void this warranty. Claims made after prolonged periods of non-maintenance will not be honored.**

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.

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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.



Support@WaterServiceElite.com
www.WaterServiceElite.com