



Ethical H2O Whole Home Water Treatment System Warranty

Effective Date: From Date of Installation

Warranty Coverage: 10 Years

Thank you for choosing Ethical H2O for your water treatment needs. We are proud to offer high-quality products designed to provide cleaner, safer water for your home. This warranty document outlines the terms and conditions of your 10-year warranty for the valves and tanks of our whole home systems.

Warranty Coverage

Ethical H2O warrants the following components of your water treatment system to be free from defects in material and workmanship under normal use and service for a period of 10 years from the date of installation:

1. **Valves**
2. **Tanks**

What This Warranty Covers

- Repairs or replacement of defective parts, valves or tanks due to manufacturing defects.
- Any warranty claims must be submitted and approved by Ethical H2O prior to initiating repairs or replacements.
- If a product sold by Ethical H2O experiences a defect, the warranty will be activated, and Ethical H2O will address the issue per warranty terms, which may include repairing or replacing the product. The customer must provide reasonable access and cooperation for service. Ethical H2O reserves the right to decline further service if unreasonable demands or refusals impede the resolution process.

What This Warranty Does Not Cover

This warranty does not cover:

1. **Damage resulting from:**
 - Improper maintenance.
 - Use of the system with water conditions outside the recommended specifications.
 - Freezing, fire, or natural disasters.
 - Modifications or repairs made by unauthorized individuals
2. **Consumable parts:**
 - Filters, membranes, and other items subject to regular replacement due to normal wear and tear.



3. Labor or travel charges:

- The cost of labor or travel for diagnosis, repair, or replacement of parts (after 3 years).

4. Third-party installations:

- Damage caused by plumbing or electrical work not performed by a licensed professional.
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How to Make a Warranty Claim

To file a warranty claim, please follow these steps:

1. Contact Ethical H2O at 858-299-5360 or info@ethicalh2o.com with the following information:
 - Your name, address, and contact details.
 - Installation date.
 - Description of the issue.
 2. Any approved warranty service will be performed either by Ethical H2O or an authorized service provider.
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Limitations of Liability

Ethical H2O's liability is limited to the repair or replacement of defective components as outlined in this warranty. Under no circumstances will Ethical H2O be responsible for incidental, consequential, or indirect damages arising from the use or inability to use the system.

Transferability

This warranty is transferable to a new owner only if the water treatment system remains at the original installation location. If the system is moved to a new location, the warranty will become void.

Additional Information

For questions or assistance, please contact Ethical H2O's Customer Support Team at:

858-299-5360

info@ethicalh2o.com