

EWS, INC. PRODUCT WARRANTY



ALL FILTRATION PRODUCT PROUDLY MADE & ASSEMBLED IN THE USA



ENVIRONMENTAL WATER SYSTEMS[®]
Quality Water Filtration Crafted in the USA Since 1987.

WWW.EWSWATER.COM

Customer Service Monday–Friday 8:00am–4:30pm PST
Office: 702-256-8182 Fax: 702-256-3744
customerservice@ewswater.com

EWS, Inc. Corporate Offices
5542 S. Ft. Apache Rd, Suite 110
Las Vegas, NV 89148



Warranty Notification

Notification:

This warranty is referenced by EWS, Inc. in all literature, addressed in General Terms and Standard Conditions of Sale, and is published in its entirety in all EWS, Inc. product manuals, websites, and in all service guides supplied with all product.

Limited Warranty:

EWS, Inc., a Nevada corporation, hereby warrants all products to the original consumer purchaser to be free from defects in material and workmanship as stated in the following paragraphs:

- All residential point of use: countertop filtration, in-line filtration, undercounter drinking water filtration, shower filtration, residential reverse osmosis, and canister and filter cartridge point of entry pre-sediment and/or filtration units or systems for one year from date of purchase.
- All residential point of entry: pH decreasing and softener (resin and ion-exchange) systems, Environmental (EWS) Water Systems, Iron Removal units, CWL whole-home (filtration media) systems, pH increasing reagent (sacrificial media) units for 10 years on the tank and riser, 10 years on the ICN conditioner(s) (if applicable) and 5 years on the valve head from date of purchase.
- All commercial systems: Dependent on specification and application, please consult with EWS, Inc. upon specification.
- All filtration medias, resins, cartridges, uv lamps, and/or membranes are not covered by any warranty. Filter media, resin, cartridge, uv lamp, and/or membrane replacement or maintenance schedule will vary and must be replaced, as necessary, as determined by usage and local water conditions.

Product performance may vary based on local water conditions, proper product specification and application, proper plumbing application, setup, installation, startup, maintenance and/or usage. To ensure proper operation, follow all setup, installation, start-up and maintenance procedures as detailed in all service guides.

Not intended for use where water is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after unit(s). The contaminants or other substances removed or reduced by these and any other water filtration or treatment devices are not necessarily in your water. To confirm the presence of any primary and secondary contaminants, have your water supply completely analyzed by an independent and approved facility or if applicable, contact your local water utility for information. Aesthetic, non-health related, or constituents without set federal standards may be part of water testing but are insufficient to determine proper application of any water filtration or treatment device.

EWS, Inc. will replace, free of charge, during the warranty period, any part which proves defective in material and/or workmanship under proper product and plumbing specification and application, normal and proper installation, use, service and proper care as published in detail in all service guides included with product. Labor charges are excluded from any warranty service or repair and are not the responsibility of EWS, Inc. Shipping charges may apply to delivered replacement parts or materials. Charges may also apply for the cost of any replacement media, resin, cartridges, uv lamp and/or membrane from any warranty service or repair. Information can be obtained at any time through a local dealer, distributor, representative or direct from EWS, Inc. and/or on-line at: www.ewswater.com. Replacement parts can be obtained from your local dealer, distributor, online or contractor.

This warranty is the exclusive warranty granted by EWS, Inc. and is in lieu of all other warranties of merchantability and fitness for a particular purpose and is further limited to defective parts replacement only. Labor charges and/or damage incurred in setup, installation, and startup, or repair, or replacement, as well as, incidental and consequential damages connected therewith, are excluded, and are not the responsibility of, and will not be paid by EWS, Inc.

This warranty is void for any damages due to improper product and/or plumbing specification and/or application, misuse, abuse, neglect, accident, acts of nature, action of any military or civil authorities, improper handling and transportation, or improper setup, installation, and/or startup, or any violation of instructions furnished by EWS, Inc., or any replacement parts other than genuine parts or replacements supplied by EWS, Inc.

This warranty is not a warranty of merchantability, fitness, taste, aesthetics, and/or performance that may be subject to improper product and/or plumbing specification and/or application, misuse, abuse, neglect, accident, acts of nature, action of any military or civil authorities, improper handling and transportation, or improper setup, installation, and/or startup, or any violation of instructions furnished by EWS, Inc.

This warranty is not a warranty of merchantability, fitness, taste, aesthetics, and/or performance that may be personal and of subjective opinion and that does not relate to the performance of any system.

Warranty Information and the Purchaser's Responsibility

Keep a record of the purchase receipt and/or installation receipt. Purchaser is required fill out warranty registration form(s) on applicable product(s) and register all product by either online @ www.ewswater.com, telephone, postal delivery, fax, e-mail (either register@ewswater.com or information provided to customerservice@ewswater.com). **Failure to do so voids the warranty unless restricted by state regulations.**

EWS, Inc. does not sell, show or make available any information on any consumer in our database. This database is to ensure, if needed, proper warranty service, and good customer service for years to come. Please see our privacy policy published in our website at www.ewswater.com.

Know Your Water:

- If on a municipal system, large or small, it is your right as a consumer to have access to the most recent test results and to expect adherence to federal guidelines, as well as any state or local requirements. Any problems should be reported to the appropriate agencies. Please acquire those municipal test results to become an informed consumer.

- If on an individual well, have your water completely and independently tested. Local code may require a simple test for coliform bacteria to approve a well, however you may be unaware of potential problems for you and/or your home. A local water salesman is looking to close a sale and is going to test for hardness minerals and a few simple and obvious issues, which may or may not be contamination problems. Their solution is almost always the same and yet may provide no resolution to any true problems. Obtain our "Guide for the Private Well Owner" on our website; www.ewswater.com. Review our section on well water testing and applications in our complete catalog with your local distributor, dealer, or our representative or visit our website.

• WARNING:

Some restrictions apply to the use of softeners. Contact your local municipal water district or Gov't Agency. Brine discharge is already restricted on, or may be a problem for, septic applications and waste water treatment facilities. Since some states have already restricted softeners to metered valves to prevent excessive brine discharge, EWS, Inc. only provides metered valving in its line of softeners.

Restrictions or an outright ban may also apply to hot-side only, salt-exchange tanks or services. Local water dealers and other organizations do not inform consumers of these issues and believe these rules are unenforceable. The consumer is ultimately responsible.

Softeners may also provide warranty issues with pools and spas, certain other products and finishes. Softened water should not be used for drinking, cooking, pets or plants and is usually bypassed or "looped away" from the cold side of the kitchen sink. Reverse osmosis, which also has its drawbacks and issues with other products and materials, may be used to remove the salt from the water that the softener put in at the kitchen sink, yet may be misapplied for the actual local water conditions.

Any problems of water quality, or the fitness of any EWS, Inc. product that is associated with any mechanical, construction, application, installation, and/or environmental issue(s) (ie: flow rates, line pressure, piping materials, broken supply lines, changing water conditions; well or municipal water quality, et. al.), known or unknown, of the home or facility will not be considered by EWS, Inc. until such issue(s) have been resolved.

Responsibility for the proper product and/or plumbing specification, application and/or installation of any device manufactured by EWS, Inc. lies with the consumer, their builder contractor, plumbing sub-contractor and any other installer of choice. Items do not specify and/or install themselves. EWS, Inc. has provided many sources to acquire information on the proper application of systems and their installation prior to any purchase. EWS, Inc. manufactures a complete product line of point of use water filtration systems and point of entry filtration, softening and/or conditioning systems and/or appliances.

EWS, Inc. and the distributors of EWS, Inc. will stand behind the warranties of materials and workmanship. However, EWS, Inc. and the distributors of EWS, Inc. and the Environmental Water Systems Product Line do not bear any responsibility for improper applications of product and/or improper installation. It is for this reason that EWS, Inc. provides complete information on all product for your understanding, specification, application and selection, and proper plumbing application and installation.

To obtain warranty service support, contact your local dealer or contractor from whom you obtained the product or contact EWS, Inc., Customer Service, via phone, fax, or email.