

## 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](http://www.ewswater.com). Replacement parts can be obtained from your local dealer, distributor, online or contractor.

EWS, Inc. warranty does not cover parts that have incurred an issue as a result of wear and tear or deterioration regardless of time in service. Any problems of fitness with any EWS, Inc. product based on wear and tear or deterioration that is associated with changing water conditions, debris from incoming pipes or water delivery systems, high pressure, pressure spikes or variances, or any mechanical, construction, application, installation, and/or environmental issue(s) are not considered defect in product or workmanship.

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 there with, 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.

**ALL FILTRATION PRODUCT PROUDLY MADE & ASSEMBLED IN THE USA**



## 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](http://www.ewswater.com), telephone, postal delivery, fax, e-mail (either [register@ewswater.com](mailto:register@ewswater.com) or information provided to [customerservice@ewswater.com](mailto: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](http://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](http://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 are not covered by any warranty and 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.

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**FDA\*, EPA and NSF\*\* Compliances**

Please be advised that all the materials and components utilized in producing all POU (Point of Use) drinking water filtration and reverse osmosis systems, and all POE (Point of Entry) filtration, conditioning and softening equipment, by EWS, Inc., comply with, but are not limited to, one or more of the following regulating standards:

NSF STANDARD 14	FDA 21 CFR 177.1520	FDA 21CFR 177.1640	FDA 21 CFR 177.1350
FDA 21 CFR 175.105	CAS # 7440-44-0	ANSI 304	CDA C360000
NSF STANDARD 60	NSF STANDARD 61	NSF STANDARD 58	ANSI 302
ANSI 316	FDA 21 CFR 177.2600	FDA 21 CFR 175.300	FDA 21 CFR 177.2550
NSF STANDARD 52	NSF STANDARD 42	NSF STANDARD 18	FDA 21 CFR 177.2550
FDA 21 CFR 177.1655	FDA 21 CFR 177.1630	FDA 21 CFR 177.2800	FDA 21 CFR 175.300
FDA 21 CFR 177.2260	FDA 21 CFR 181.32	FDA 21 CFR 177.2660	FDA 21 CFR 177.1950
FDA 21 CFR 177.2910	FDA 21 CFR 177.2250	FDA 21 CFR 177.1680	NSF STANDARD 53
NSF STANDARD 55	CAAB1953		

- \*The standards listed above relate to the Code of Federal Regulations of the United States of America, Title 21, Charter 1, Subchapter B set forth by the U.S. Food and Drug Administration.
- \*\*The NSF (National Sanitation Foundation) standards correlate to materials and potable water. The National Sanitation Foundation is not a government agency.

**Furthermore, and without, exception every component included in all POU and POE systems by EWS, Inc. are compliant for food and beverage contact and/or meet or comply with the most current, appropriate, and applicable standards without exception.**

All EWS product has been independently tested to NSF standards by an accredited third-party laboratory for all claims made regarding NSF/ANSI standards.

**Please take note of this helpful and enlightening information on this confusing subject:**

Contrary to common belief and less than truthful marketing, drinking water treatments units are NOT required to be "NSF Certified" (as tested by NSF itself), but they must be independently tested to applicable NSF standards by an accredited, independent laboratory. Though the test standards bear the NSF/ANSI name, NSF is just one of many accredited institutions.

- All EWS Product is No-Lead Compliant to California AB1953 and the No-Lead Standards which will take effect throughout the USA as of 2014.

**Factory Preparation:**

All systems are factory prepared and thoroughly checked to assure proper function and if applicable, quality tests of product water produced to assure that minimum standards of rejection have been met, and/or tests of specific components to assure correct function and flow rate measurements, to assure efficiency specifications are met.

**Product Performance:**

- ◆ For all product capabilities, compliances and/or warranties to remain valid, all systems are dependent upon proper application, specification, and installation of any specific unit and/or combination of units.
- ◆ Please know your local or individual water condition(s), and plumbing application(s). Please review system(s) capabilities, applications, setup, installation, startup, maintenance, and related warranties.
- ◆ Detailed information is published in EWS Product Manuals and specific Product Service Guides (included with each specific unit) and made available upon request throughout US distribution and/or EWS corporate offices. All current information is available online @ [www.ewswater.com](http://www.ewswater.com)

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**Summary of Performance Guidelines, Factory Preparation,  
Product Performance, and Compliances**

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. In addition, follow all applicable local plumbing codes.

The feed water must comply with the following conditions for all systems capabilities, compliances, and warranties to remain valid. All commercial POU and POE systems: Performance guidelines and feed water compliance dependent on specification and application, please consult with EWS, Inc. upon specification.

Water Temperature Range:	minimum 40°F, maximum 80°F
Water Pressure:	Point of Use (POU): minimum 40 psi, maximum 75 psi; Point of Entry (POE): minimum 40 psi, maximum 75 psi
Water Flow Rates:	
Point of Use (POU):	water supplied to residential sink product: at a minimum of 1 gpm
Point of Entry (POE):	water supplied to tanks up to 1054: at a minimum of 8 gpm water supplied to 1354 tanks: at a minimum of 12 gpm

All product must be connected to main or cold water supplies. Product not intended to be connected to hot water supplies or allow heated water to flow through systems. Contact EWS, Inc. for product available for this purpose.

All product contain water. Do not allow any product to freeze.

Do not use where water is microbiologically unsafe or with water of unknown quality without adequate disinfection before or after the unit(s).

Reverse Osmosis Systems Only: Never allow reject water to be hindered or stopped, without the reject water flow or improper drain connection, impurities may build up on membrane.

Point of Entry (POE) Units: Do not prevent backwash or brine lines to be stopped or restricted. Create and allow air gap to prevent any cross contamination.

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**Compliances:**

Please be advised that all the materials and components utilized in producing all POU (Point of Use) drinking water filtration and reverse osmosis systems, and all POE (Point of Entry) filtration, conditioning and softening equipment, by EWS, Inc., comply with, but are not limited to, any one or more of the appropriate regulating standards. Furthermore, and without exception, every component included in all POU and POE systems by EWS, Inc. are compliant for food and beverage contact and/or meet or comply with the most current, appropriate, and applicable standards without exception.

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**Factory Preparation:**

All systems are factory prepared and thoroughly checked to assure proper function and if applicable, quality tests of product water produced to assure that minimum standards of rejection have been met, and/or tests of specific components to assure correct function and flow rate measurements to assure efficiency specifications are met.

**Product Performance:**

- ◆ For all product capabilities, compliances and/or warranties to remain valid, all systems are dependent upon proper application, specification, and installation of any specific unit and/or combination of units.
- ◆ Please know your local or individual water condition(s), and plumbing application(s). Please review system(s) capabilities, applications, setup, installation, startup, maintenance, and related warranties.
- ◆ Detailed information is published in EWS Product Manuals and specific Product Service Guides (included with each specific unit) and made available upon request throughout US distribution and/or EWS corporate offices. All current information is available online @ [www.ewswater.com](http://www.ewswater.com)

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The EWS, Inc./Environmental Water System Product available through:



Authorized Kitchen & Bath Showrooms, Appliance Showrooms, Building & Plumbing Wholesale Supply Locations and their building, plumbing, HVAC and service contractors, and Authorized Online Distributors. All Distribution adheres to an EWS, Inc. MAP Policy for published pricing. EWS, Inc. does not sell directly to the retail consumer or directly to building, plumbing, HVAC and service contractors.

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Contact Information:

**EWS, INC.**  
**Environmental Water Systems**

**ewswater.com**

**O:** 702.256.8182 (M-F 8:30am-4:30pm PST)

**E:** customerservice@ewswater.com

**F:** 702.256.3744

**Have a Question...?**

Seriously....give us a call. We're here to help.

Summary Product Tearsheets and Complete Product Information Booklets are available online @ ewswater.com or by e-mail attachment by simply contacting EWS Customer Service.

Complete Service Guides provide the correct way to setup, install and startup all product and include all technical specifications are also available online @ ewswater.com or by e-mail attachment by simply contacting EWS Customer Service.



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