



ALL PURE H2O

10-Year Limited Warranty

The X System · Whole-Home Water Purification

All Pure H2O (“we,” “us,” “our”) provides this limited warranty to the original purchaser (“you”) of an X System whole-home water purification system installed at a residential address in the continental United States.

This is a limited warranty. It gives you specific legal rights, and you may also have other rights which vary from state to state. Please read it in full — it explains what is covered, for how long, what you need to do to keep your coverage active, and what is not covered.

1. What Is Covered, and For How Long

- 1.1 Term.** All Pure H2O warrants that your X System will be free from defects in materials and workmanship for a period of ten (10) years from the date of installation.
- 1.2 What “parts” means here.** The tanks, media, and system components supplied by All Pure H2O are covered for the full ten-year term on every qualifying installation, as described in Section 7. Plumbing materials used to connect the system are not covered unless we supplied them.
- 1.3 No registration required.** Your installation date is recorded by All Pure H2O at the time of installation. You do not need to register your system, return a card, or activate your coverage. There is nothing for you to do.
- 1.4 Who is covered.** This warranty extends to the original purchaser at the original installation address, and to one subsequent owner of that home as described in Section 10. It covers residential systems. Non-residential systems are addressed in Section 6(l).
- 1.5 When coverage begins.** Coverage begins on the date of installation and runs for ten years from that date. It is not extended by repair, by replacement of any part, or by transfer.

2. What We Will Do

- 2.1 Our remedy.** If a covered defect occurs during the warranty period, All Pure H2O will, at our option: (i) repair the affected component; (ii) replace the affected component; or (iii) replace the system. The choice among these remedies is ours.
- 2.2 Parts used.** Replacement parts and components may be new, reconditioned, or functionally equivalent to the original.
- 2.3 Remaining term.** Any repaired or replaced part, component, or system is covered for the remainder of the original ten-year term. It does not begin a new warranty period.

2.4 Exclusive remedy. Repair, replacement, or system replacement as described in this section is your exclusive remedy under this warranty.

3. Labor

3.1 Systems we install. Where All Pure H2O performed your installation, labor for covered warranty work is included for the full ten-year term.

3.2 Systems installed by others. Where the system was installed by you, by your own plumber, or by anyone other than All Pure H2O, coverage on the tanks, media, and components we supplied applies in full for the full ten-year term. Labor is not covered.

3.3 No preferred installers. We do not designate preferred or approved outside installers, and we do not send anyone out on our behalf. Either All Pure H2O installs your system, or you arrange the installation yourself. If we give you a plumber's name as a convenience, that installer is not acting for All Pure H2O and their work does not carry labor coverage.

4. Required Maintenance

Your system has no filter cartridges to change. What it does need depends on your water source.

4.1 Municipal water — rejuvenation every five years. Your system must be rejuvenated every five (5) years using the rejuvenation product supplied by All Pure H2O. This is a condition of continuing coverage, not a suggestion.

4.2 Grace period. You have a ninety (90) day grace period after each five-year interval. If the rejuvenation has not been completed by the end of that grace period, coverage pauses as described in Section 11. It does not disappear.

4.3 Private well — automatic backflush. Your system is fitted with an automatic backflush valve that performs this function for you. No scheduled rejuvenation is required. The valve requires electrical power to operate and must remain connected to power. There is nothing else you need to do, and nothing you need to call us about.

4.4 After a water shut-off — municipal systems. If your water is shut off at the street and later restored, the tanks may need to be re-tightened, depending on how long the water was off. This is a pressure adjustment, not a defect, and it does not always happen. Contact us if you notice a leak after service is restored — see Section 6(c).

4.5 Extended power interruptions — well systems. If power to a well system's backflush valve will be off for an extended period — a home closed for a season, for example — see Section 6(b).

5. Water Quality Guarantee

5.1 What is guaranteed. We guarantee your system will treat the water conditions it was built to address, at the levels identified when it was specified, for as long as your source water remains substantially the same.

5.2 What we will do. If your system is not performing as it should, we will (i) rejuvenate the media; (ii) if that does not resolve it, add or change media as needed; and (iii) if it still does not perform, replace the system. Adding media is routine for us and not something you should hesitate to raise.

5.3 Testing. We do not perform water testing. We work from the water report and the information available when your system was specified. If testing is wanted beyond that, you arrange it through a certified laboratory at your expense and we will accept those results. Where follow-up testing is needed to settle a question, we may agree to cover it — that is case by case. This guarantee does not extend to conditions your system was not built to address, or to levels above those identified when it was specified.

5.4 Changes in source water. This guarantee is measured against the water your system was built for. If your source water changes materially after installation — a new well condition, a change in municipal supply, or the introduction of a treatment your system was not specified for — that is addressed in Section 6(g).

6. What Is Not Covered

This warranty does not cover the following:

- (a) **The five-year rejuvenation** — on municipal systems, the rejuvenation media and, where we perform it, the service — the maintenance described in Section 4. That is your cost. Well systems do not need it. There are no filters or cartridges to buy and no other scheduled upkeep. If we determine an early rejuvenation is needed to correct a covered problem, that one is on us.
- (b) **Extended loss of power to the backflush valve (well systems)** — damage or fouling where power to the backflush valve has been off for thirty (30) consecutive days or more, including at a home closed for a season. Short-term outages and storm outages remain covered.
- (c) **Leaks following a water shut-off, after the first year** — leaks and loosened fittings caused by a supply shut-off and the pressure change when service is restored are covered for the first twelve (12) months following installation, and only where All Pure H2O performed the installation. After twelve months they are not covered, though we may assist as a courtesy at our discretion. Whether tanks need re-tightening after a shut-off depends on how long the water was off; it is a pressure adjustment rather than a fault in the system.
- (d) **Installations that departed from our instructions** — or any installation performed by a party not qualifying under Section 7.
- (e) **Tanks and media we did not supply** — any replacement tank, or media loaded into a tank, that All Pure H2O did not supply or approve in writing. This does not apply to the plumbing materials used to connect the system — see Section 7.
- (f) **Modification or relocation** — altering the system, or removing and reinstalling it at another address, without our prior written approval.
- (g) **Water outside what the system was built for** — chemical feed, or water pressure or temperature outside the conditions your system was built to address, including incoming water pressure above 130 psi. Also iron bacteria and other biological conditions that were not identified when your system was specified — where we did build for them, they are covered. These conditions are assessed case by case, and we may elect to assist at our discretion; nothing in this paragraph obligates us to do so.

- (h) **Freeze damage** — damage caused by freezing. Protecting the system from freezing is the homeowner's responsibility.
- (i) **Acts of God, accident, and abuse** — fire, flood, lightning, electrical surge, hurricane, accident, vandalism, theft, misuse, or neglect.
- (j) **House plumbing** — any condition originating upstream or downstream of the system itself.
- (k) **Cosmetic conditions** — scratches, staining, or fading that do not affect how the system functions.
- (l) **Non-residential use** — this warranty covers residential, personal, household use only. Commercial, industrial, agricultural, and multi-family applications are not covered under this warranty and are specified when the system is quoted.
- (m) **Consequential and incidental costs** — water damage, mold, lodging, bottled water, increased utility charges, or any other cost beyond the system itself. Your system is fitted with a bypass; we cannot predict or accept responsibility for downstream conditions.

7. Installation Requirements

Your system qualifies for coverage under this warranty if it was installed in either of the following ways:

- by All Pure H2O; or
- by you, or by a plumber you hire, following our written installation instructions and using the parts listed on the install sheet.

We supply the tanks, media included. We do not supply the plumbing parts. Those are listed on the install sheet that comes with your system, and whoever performs the installation sources them — that is expected and it does not affect your coverage. What puts coverage at risk is substituting a tank or media we did not supply, or departing from our written installation instructions.

Installing the system yourself does not reduce your coverage on the tanks, media, and components we supplied. Labor coverage is governed separately by Section 3.

8. How to Make a Claim

- 8.1 Tell us promptly.** Contact us within thirty (30) days of discovering the problem. Call or text 941-477-8811, or email admin@allpureh2o.com. Please have your installation address available, and make sure you receive a reply from us.
- 8.2 Do not authorize outside work.** Do not have the system repaired, altered, or removed by anyone else before speaking with us. Work performed without our written authorization is not covered and may affect your remaining coverage.
- 8.3 What happens next.** We will walk you through what happens next, including any diagnostic steps and, where a replacement is warranted, the arrangements for it. Please do not remove or ship any part of the system unless we ask you to.

9. Replacement

9.1 If your system is replaced. Where we determine under Section 2 or Section 5 that your system should be replaced, we will arrange the replacement and explain the process to you at that time, including any return of the original equipment and any credit or refund that applies.

10. Transfer of Coverage

10.1 One transfer. If you sell your home, the remaining balance of your ten-year coverage may be transferred one time to the new owner of that home.

10.2 Thirty-day notice. The new owner must contact All Pure H2O within thirty (30) days of closing to record the transfer.

10.3 Transfer service fee. A transfer service fee of \$250, payable by the new owner, applies. This single fee covers the service visit and records the transfer: a rejuvenation on municipal systems, or a backflush service and function check on well systems. The service is performed regardless of how recently the system was last serviced. If the system was shipped and is outside our service area, we will advise how to proceed depending on your location, with the fee not exceeding \$250.

10.4 Coverage stays with the home. Coverage belongs to the system at the home where it was installed. If you wish to remove the system and reinstall it at a different address, contact us first. Relocation requires our written approval, re-qualification of the system for the water at the new property, and a rejuvenation once it is in. Coverage does not move automatically.

11. Pause and Reinstatement of Coverage

11.1 Pause. If a required rejuvenation is not completed by the end of its ninety-day grace period, coverage pauses. It is not cancelled and it is not forfeited.

11.2 Reinstatement. Coverage resumes when the rejuvenation is completed. The ten-year term is measured from the original installation date and is not extended by a pause.

11.3 During a pause. Failures that occur while coverage is paused are not covered, including failures discovered after coverage resumes that originated during the pause.

12. Limitations and Legal Terms

12.1 Implied warranties. All implied warranties, including any implied warranty of merchantability or fitness for a particular purpose, are limited in duration to the ten-year term of this written warranty.

12.2 Consequential damages. All Pure H2O is not liable for any incidental, consequential, special, or indirect damages arising out of the purchase, installation, use, or failure of the system.

12.3 Limit of liability. Our total liability under this warranty will not exceed the purchase price you paid for the system.

12.4 State law variation. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the limitations in Sections 12.1 and 12.2 may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

12.5 Governing law. This warranty is governed by the laws of the State of Florida, without regard to its conflict-of-laws rules.

12.6 Entire warranty. This document is the entire warranty given by All Pure H2O for the X System. No dealer, installer, employee, or representative has authority to modify it or to make any additional promise on our behalf. Nothing said in conversation, in advertising, or on our website changes these terms. This document replaces any earlier warranty sheet issued for your system.

12.7 Severability. If any provision of this warranty is held unenforceable, the remaining provisions remain in full force.

13. How to Reach Us

All Pure H2O

Phone or text: 941-477-8811

Email: admin@allpureh2o.com