

UNITED WATERWORKS LLC FREEZE & HURRICANE PROTECTION POLICY

For Systems Under the **UnitedCare PRO PLUS** Maintenance Plan Starting August 21, 2025 - Provided by: United Waterworks LLC (Doing Business as United Water Softeners)

1. What We Cover

United Waterworks LLC provides freeze and hurricane protection for your SENTINEL Guardian and AQUACARB conditioning units if they sustain damage from freezing or hurricane-related events. This policy applies with the purchase of the Guardian Package or Pro Package and remains in effect through the completion of required annual maintenance as outlined in our PRO PLUS maintenance plan. In the event of freeze or hurricane damage, we will repair or replace the necessary components to restore system functionality.

Coverage includes:

- Valve and its Internal Parts
- Electronics
- Media tank
- Media
- Brine tank
- Plumbing connected directly to the systems and up to 4 feet back from the connection to the system(s).

2. Maintenance Needs

To maintain this policy, you must adhere to all maintenance requirements outlined in the UnitedCare PRO PLUS plan. All maintenance, services, repairs, and parts must be performed or supplied exclusively by United Waterworks LLC or an authorized dealer.

3. Policy Termination and Reinstatement

Failure to adhere to the maintenance requirements or the prevention requirements as outlined herein will result in termination of coverage. If coverage lapses, it may be reinstated at the discretion of United Waterworks LLC upon completion and payment of the standard annual maintenance under the UnitedCare PRO PLUS plan, along with any additional repairs, including parts and labor beyond the standard maintenance, if deemed necessary by United Waterworks LLC. Reinstated coverage will take effect upon successful completion and payment of the required maintenance and any additional repairs for reinstatement.

4. Prevention Requirements

To qualify for coverage, you must take reasonable steps to prevent freeze and hurricane damage, such as:

- Insulating exposed pipes.
- Covering systems if installed in unheated areas.
- If possible, draining the system if the building will be unoccupied during freezing temperatures or hurricane events.
- If possible, ensuring the installation location maintains temperatures above freezing (e.g., via heat tape or indoor placement).
- Securing systems against high winds and flying debris (e.g., via protective enclosures or anchoring).
- Elevating systems in flood-prone areas to avoid water intrusion. Failure to follow these steps may be considered neglect and void the claim.

5. How to File a Claim

Report any freeze or hurricane damage to us within 48 hours of discovery by calling 281-240-0261 or emailing FHPROTECTION@UNITEDWATERSOFTENERS.COM

Provide:

- Photos of the damage.
- Proof of the freeze or hurricane event (e.g., local weather reports).
- Your latest maintenance records. We may inspect the system before approving repairs.

6. Deductible

A \$599 deductible applies to each claim, whether for repairs or full replacement. However, if the total cost of repairs, including service call, parts, and labor, is less than the deductible, the customer will be charged the lesser amount.

7. How We Handle Claims

Under this policy, we will determine whether to repair or replace the damaged parts to restore system functionality. Coverage will not apply if damage is not reported promptly or if it results from neglect, misuse, modifications, accidents, improper use, or other physical damage not attributable to freezing or hurricanes. Additional exclusions include: Systems in unoccupied buildings where heat was not maintained above freezing or where hurricane preparations were not made. Flooding or water damage not directly resulting from a hurricane event.

8. Limits and Exclusions

This policy applies to the original buyer only and supersedes any other freeze- or hurricane-related protections or warranties. No implied protections are provided beyond what is listed here. Our liability is limited to the cost of repair or replacement, minus the deductible. We will not be liable for any consequential damages, such as indirect costs or losses, arising from freeze or hurricane damage. This policy does not affect your main product warranty and may be transferred to a new owner with a service inspection and the \$489 transfer fee as outlined in the warranty terms.

9. Definitions

- Freeze Damage: Physical harm to covered components caused directly by water freezing and expanding within the system.
- Hurricane Damage: Physical harm to covered components caused directly by high winds, flying debris, heavy rain, or storm surges associated with a named hurricane event.

10. Governing Law

- This policy is governed by the laws of the State of Texas. Any disputes will be resolved through arbitration.

This policy constitutes an agreement between United Waterworks LLC and you, the original purchaser, based on these terms. For questions or claims, contact us at 281-240-0261 or FHPROTECTION@Unitedwaterssofteners.com