

## LIMITED WARRANTY FOR UNITED WATER SOFTENERS PUREGUARD REVERSE OSMOSIS SYSTEM

Issued by: United Waterworks LLC (d/b/a United Water Softeners)  
(Pureguard R.O. System purchased after August 20, 2025)

### 1. Coverage

United Water Softeners (United Waterworks LLC) warrants that the PUREGUARD Reverse Osmosis system is free from defects in materials and workmanship under normal use, subject to the service requirements and operating parameters outlined in this Limited Warranty. This warranty extends for a period of 5 years on parts from the date of installation by the original purchaser.

Under this warranty, United Waterworks LLC will provide all necessary labor at no additional charge for a period of 5 year, commencing from the date of installation.

### 2. Maintenance Requirement

Maintenance is not included in this Limited Warranty. To maintain the validity of this Limited Warranty, all required services must be performed as recommended by United Waterworks LLC, and service records must be provided for any warranty claims. Maintenance requirements are annual and begin at the time of purchase. Warranty may be voided, at the discretion of United Water Softeners, if required maintenance is not scheduled and performed within 30 days of required annual maintenance schedule.

If the **PUREGUARD** system is purchased with a Guardian Package or PRO Package, maintenance is included under the **UNITEDCARE PRO PLUS** maintenance plan, and the respective package requirements apply.

If the **PUREGUARD** system is purchased by itself, annual maintenance is required to maintain this Limited Warranty. The **PUREGUARD PLUS** maintenance plan is an annual maintenance plan for this Reverse Osmosis system with an annual cost of \$249. This includes all labor, filters, parts, water analysis, and maintenance. Additionally, the **PUREGUARD PLUS** maintenance plan includes changing the head assembly every 5 years. Under the **PUREGUARD PLUS** maintenance plan, the Manifold will be replaced every 5 years, and upon replacement, it will receive a new 5-year parts warranty and 1 year labor warranty.

Required services include:

**Every 1 Year:** Replacement of Prefilter #1, Prefilter #2.

**Every 2 Years:** #4 Post Filter.

**Tech Recommended Every 4-6 Years:** Replacement of Membrane - TFC.

All maintenance, installations, services, repairs, and parts must be provided by United Waterworks LLC or an authorized United Waterworks LLC dealer.

### 3. Remedies

Under this Limited Warranty, United Waterworks LLC's liability shall be limited, at its sole option, to replacing or repairing any system(s) covered by this warranty. No warranty coverage applies to defects not reported to United Waterworks LLC within the warranty period, or to defects or damages due to neglect, misuse, alterations, accident, misapplication, physical damage, or damage caused by fire, acts of God, freezing, hot water, or similar causes.

### 4. Conditions for Warranty Validity

- **United Waterworks LLC provides this Limited Warranty under the following conditions:**
- **All installations are provided by United Waterworks LLC or an authorized United Waterworks LLC dealer.**
- **All parts used are provided by United Waterworks LLC.**
- **All required services are performed as recommended by United Waterworks LLC.**
- **All operational variables are within the parameters outlined below.**

### 5. Operating Parameters

#### System Parameters

System Pressure: 40 psi – 80 psi

Temperature: 4°C – 38°C

pH Range: 6.0 – 11.0

Maximum Feed TDS: 970 ppm

Maximum Turbidity: 0.9 NTU

#### Chemical Parameters

Maximum Hardness: 350 mg/L

Maximum Iron: 0.1 mg/L

Maximum Manganese: 0.05 mg/L

Maximum Hydrogen Sulphide: 0.00 mg/L

Maximum Chlorine: 2.0 mg/L

### 6. Exclusions and Limitations

UNITED WATERWORKS LLC GIVES THIS LIMITED WARRANTY TO THE ORIGINAL PURCHASER ONLY. THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, AND HEREBY EXPRESSLY DISCLAIMS ALL OTHER SUCH WARRANTIES.

UNITED WATERWORKS LLC'S LIABILITY HEREUNDER SHALL NOT EXCEED THE COST OF THE PRODUCT. UNDER NO CIRCUMSTANCES WILL UNITED WATERWORKS LLC BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES OR FOR ANY OTHER LOSS, DAMAGE, OR EXPENSE OF ANY KIND, INCLUDING LOSS OF PROFITS, ARISING IN CONNECTION WITH THE INSTALLATION OR USE OR INABILITY TO USE THE WATER TREATMENT SYSTEM(S) OR SUPPLY LINE INTO WHICH THE WATER TREATMENT SYSTEM(S) IS INCORPORATED.

This Limited Warranty is binding upon United Waterworks LLC and the original purchaser, subject to the terms and conditions set forth herein.

\*Subject to change after 2030