

LIMITED LIFETIME WARRANTY FOR UNITED WATER SOFTENERS ELITE PACKAGES

Effective for Purchases After December 1, 2025 Issued by: United Waterworks LLC (d/b/a United Water Softeners)

1. Coverage

United Water Softeners (United Waterworks LLC) warrants that the ELITE Package water softener valve, parts, brine tank, media tank, carbon, and resin are 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 the lifetime of the product from the date of purchase by the original purchaser. Under this warranty, United Waterworks LLC will provide all necessary labor at no additional charge for the lifetime of the product, commencing from the date of purchase. Annual maintenance not included.

2. Transferability

This Limited Warranty may be transferred from the original purchaser to another person or entity, provided: A service call inspection for all expected covered equipment is performed by United Waterworks LLC. A \$489.00 inspection and transfer fee is paid by the new owner or entity. This Limited Warranty may also be transferred to a new location, provided: The warranted equipment is removed and reinstalled by United Water Softeners. These services are paid for by the customer at the current market rate.

3. Maintenance Requirement

To maintain the validity of this Limited Warranty, the United Water Softeners Sentinel water softener and Aquacarb conditioning system must be inspected and serviced annually under the UnitedCare PRO PLUS maintenance plan. Failure to adhere to this annual maintenance requirement will void the warranty. The annual maintenance cost under the UnitedCare PRO PLUS maintenance plan is \$350*. This annual maintenance cost includes: service call, water analysis, filters, salt, Pureguard RO testing, parts, labor and maintenance; Guardian Softener testing, parts, labor and maintenance; and Aquacarb conditioner testing, parts, labor and maintenance. Additionally, the UnitedCare PRO PLUS maintenance plan includes rebuilding the valve every 5 years, replacing the carbon media every 8 years, replacing the softener resin every 12 years, and replacing the PUREGUARD RO manifold every 8 years. Required maintenance must be scheduled by the customer and performed as outlined in this Limited Warranty. All maintenance, installations, services, repairs, and parts must be provided by United Waterworks LLC or an authorized United Waterworks LLC dealer.

4. 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, abuse, normal wear and tear, vandalism, improper installation, unauthorized repairs, electrical surges, damage caused by fire, acts of God, freezing, hot water, or similar causes.

For outdoor installations where the system(s) are not undercover, a weather cover must be utilized for the warranty to remain valid.

5. Conditions for Warranty

Operating Parameters Minimum/Maximum Operating Pressures: 20 psi (138 kPa or 1.4 bar) – 80 psi (862 kPa or 8.6 bar) Minimum/Maximum Operating Temperatures: 40°F (4°C) – 110°F (43°C)

6. Exclusions and Limitations

United Waterworks LLC provides this Limited Warranty under the following conditions: All installations, services, repairs, and parts are provided by United Waterworks LLC or an authorized United Waterworks LLC dealer. Required maintenance is scheduled by the customer and performed as outlined herein. All operational variables are within the parameters outlined below. 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