



## Whole Home Water Filter and Descaler 5-Year Limited Warranty

**What is covered:** This warranty covers defects in materials or workmanship in manufacturing of your Home Water Whole Home Filter and/or Home Water Descaler except as provided below.

**For how long:** This warranty runs for 60 months from the date of purchase by a consumer ("Warranty Period")

**What is not covered:** This warranty does not cover filter cartridges and any systems that were not installed in compliance with the instructions by a licensed plumber or that have been abused or operated incorrectly. It also does not cover the following:

- Incidental or consequential damages caused by a failure of the product.
- Clogging, as replacement of the pre-filter cartridge is the purchaser's responsibility.
- Damage from use of non-potable water supplies.
- Labor costs to install or replace the system or filters.
- Damage caused by fire, flood or acts of God.

This warranty is voided if the product is used with parts that are not genuine Home Water parts or the consumer's rental agreement is not in good standing, as applicable. This includes, but is not limited to: replacement filters and diverter valves.

**What Home Water will do:** We will replace the defective part of the covered product, or if necessary, the product and send it to you with installation instructions for a licensed plumber.

**How to get service:** To receive service under this Warranty, you must contact Home Water Canada: 1-800-408-5314, Home Water USA: 1-855-464-9736 or [customerservice@homewater.com](mailto:customerservice@homewater.com) within the Warranty Period to describe the problem to a customer service representative who will verify that the product is under warranty and determine whether a part or the system will be replaced and whether you must send back the defective part at our cost. If so, we will send you a return shipping label. You will be required to provide a proof of purchase (unless you purchased direct from us or have sent us a Warranty Card) and proof of a licensed plumber's installation. We will send you the replacement part or system at no cost to you.

**Warranty card:** Warranty registration is not required for coverage under the Home Water Limited Warranty and is not necessary for factory direct purchases made from [www.homewater.com](http://www.homewater.com).

**For Service Call:** **CAN:** 1-800-408-5314 | **USA:** 1-855-464-9736  
[homewater.com](http://homewater.com) | [customerservice@homewater.com](mailto:customerservice@homewater.com)