PureHome 365

TANKLESS REVERSE OSMOSIS

POINT-OF-USE

Manufacture Reference Material, Data, & Warranty



Better Water | Better Living | Better Life



GENERAL WATER TECHNOLOGIES | ennopure

USP20 Performance Report

CHARGER
Water Treatment Products

PureHome™ 365

REFERENCE MATERIALS NOTICE:

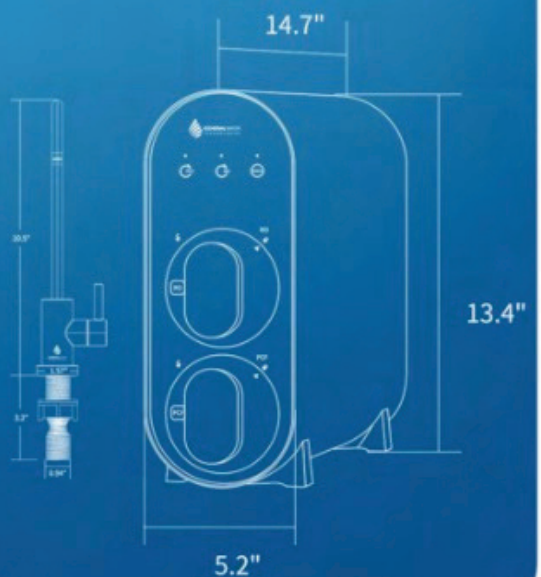
This section contains manufacturer reference materials, technical data, and warranty information provided for educational and informational purposes. Certain documents and specifications originate from third-party manufacturers and supporting sources relied upon by Pure Home 365 and are believed to be accurate at the time of publication. Specifications and supporting materials may change without notice.

GENERALWATER
TECHNOLOGIES



Product Parameters

Model	USP20
Number of Filters	2
Filter Configuration	#1 PP+Carbon (PCF) #2 RO Membrane (RO)
Purified Water Flow Rate	600 GPD (gallons per day)
Recommended #1 PCF Filter Replacement Cycle*	12 months
Recommended #2 RO Filter Replacement Cycle*	24 months
Filter Replacement Reminder	Faucet (Lamp Ring) Machine (Indicator Light + Buzzer)
Water Leak Alarm	√
Inlet Water Interface	3/8"
Outlet Water Interface	1/4"
Net Weight	16.3lb
Applicable Feed Water Source	Municipal Tap Water
Applicable Feed Water Temperature	41°F-100°F
Applicable Feed Water Pressure	15psi-58psi
Faucet	with Lamp Ring
Air Gap Faucet	X
Faucet Mounting Size	1" or 1.125"
Faucet Material	Brushed Stainless



*Due to the varying water quality in each region and the different water consumption of users, the replacement time for filters may be different.

General Water Technologies USP20 Tankless Reverse Osmosis System: Material Safety Report (Overall Performance Test), Dec 2022

Inspection Item	Before Filtration	After Filtration	Criteria Parameter	Qualify
pH	7.72	6.51	≥5.0	Pass
Total Hardness (as $CaCO_3$)	133mg/L	<1.0mg/L	≤450mg/L	Pass
Aluminum	0.04mg/L	<0.01mg/L	≤0.2mg/L	Pass
Iron	0.05mg/L	<0.01mg/L	≤0.3mg/L	Pass
Manganese	<0.001mg/L	<0.001mg/L	≤0.1mg/L	Pass
Copper	<0.005mg/L	<0.005mg/L	≤1.0mg/L	Pass
Zinc	<0.01mg/L	<0.01mg/L	≤1.0mg/L	Pass
Sulfate	38.3mg/L	<0.5mg/L	≤250mg/L	Pass
Chloride	23.7mg/L	<0.5mg/L	≤250mg/L	Pass
Total Dissolved Solids (TDS)	210mg/L	<4mg/L	≤1000mg/L	Pass
Cyanide	<0.002mg/L	<0.002mg/L	≤0.05mg/L	Pass
Fluoride	0.37mg/L	<0.05mg/L	≤1.0mg/L	Pass
Lead	<0.0007mg/L	<0.0007mg/L	≤0.01mg/L	Pass
Mercury	<0.0001mg/L	<0.0001mg/L	≤0.001mg/L	Pass
Nitrate Nitrogen	2.10mg/L	<0.5mg/L	≤10mg/L	Pass
Selenium	<0.0004mg/L	<0.0004mg/L	≤0.01mg/L	Pass
Trichloromethane	0.0083mg/L	<0.0002mg/L	≤0.015mg/L	Pass
Carbon Tetrachloride	<0.0001mg/L	<0.0001mg/L	≤0.0018mg/L	Pass
Residual Chlorine	0.05mg/L	<0.005mg/L	/	Pass

*Testing conducted by certified lab: Jiangsu Health Detection Technology Co., Ltd., tested for GB/T 5750-2006 (equivalent to NSF/ANSI 42), Report Number: (Env-Water) 20221380, December 21, 2022

General Water Technologies USP20 Tankless Reverse Osmosis System: Water Efficiency Report, March 2023

Inspection Item	Test Result	Criteria Parameter	Qualify
Total Purified Water Volume	4000.2L	Grade 1: ≥4000L Grade 2: ≥3000L Grade 3: ≥2000L	Pass
Purified Water Production Rate	65.6%	Grade 1: ≥65% Grade 2: ≥55% Grade 3: ≥45%	Pass
Purified Water Flow	1.68L/min	Not less than the nominal value of 1.5L/min	Pass
Total Hardness (as $CaCO_3$)	96%	Reverse Osmosis Water Purifier≥90%	Pass
Conductivity	92.4%	Reverse Osmosis Water Purifier≥85%	Pass

*Testing conducted by certified lab: China Household Electrical Appliances Research Institute, tested for GB 34914-2021 (equivalent to NSF/ANSI 58), Report Number: EWCjs-23-195, March 10, 2023

General Water Technologies USP20 Tankless Reverse Osmosis System: Material Safety Report (Hygienic Safety Test), Dec 2022

Inspection Item	Test Result	Criteria Parameter	Qualify
Lead	<0.0007mg/L	≤0.001mg/L	Pass
Cadmium	<0.0001mg/L	≤0.0005mg/L	Pass
Mercury	<0.0001mg/L	≤0.0002mg/L	Pass
Chromium (Hexavalent)	<0.004mg/L	≤0.005mg/L	Pass
Arsenic	<0.001mg/L	≤0.001mg/L	Pass
Volatile Phenols (as Phenol)	<0.002mg/L	≤0.002mg/L	Pass

*Testing conducted by certified lab: Jiangsu Health Detection Technology Co., Ltd., tested for GB/T 5750-2006 (equivalent to NSF/ANSI 42), Report Number: (Env-Water) 20221379, December 21, 2022

General Water Technologies USP20 Tankless Reverse Osmosis System: Material Safety Report (Spiking Test), Dec 2022

Inspection Item	Spiked Raw Water	Filtered Water	Removal Rate	Criteria Parameter	Qualify
Arsenic	0.309mg/L	<0.001mg/L	100%	≥83%	Pass
Cadmium	0.0261mg/L	<0.0001mg/L	100%	≥83%	Pass
Chromium (Hexavalent)	0.150mg/L	<0.004mg/L	100%	≥67%	Pass
Fluoride	7.80mg/L	<0.05mg/L	100%	≥75%	Pass
Lead	0.1509mg/L	<0.0007mg/L	100%	≥90%	Pass
Nitrate Nitrogen	29.78mg/L	<0.5mg/L	100%	≥67%	Pass
Tricholoromethane	0.3031mg/L	<0.0002mg/L	100%	≥95%	Pass
Carbon Tetrachloride	0.0828mg/L	<0.0001mg/L	100%	≥98%	Pass

*Testing conducted by certified lab: Jiangsu Health Detection Technology Co., Ltd., tested for GB/T 5750-2006 (equivalent to NSF/ANSI 42), Report Number: (Env-Water) 20221381, December 21, 2022

UNDERSTANDING THE TEST DATA

How Manufacturer Test Reports Are Read
Laboratory testing helps evaluate how water treatment systems perform under controlled conditions using established testing methods and comparison standards.

The manufacturer reference reports included in this section are intended to help explain how laboratory testing is conducted and how test results are commonly presented.

SIMPLE EXAMPLE
How To Read A Test Report

Before Filtration
10 mg/L

After Filtration
<1 mg/L

Result
PASS

What this means:
The laboratory measures the water before treatment and again after treatment. A “Pass” result indicates the system met the applicable laboratory testing criteria under those specific test conditions.

**This example is provided solely to help explain how manufacturer test reports are read.*

UNDERSTANDING THE REPORT COLUMNS

BEFORE FILTRATION

Represents the water entering the system during laboratory testing.

This value reflects what was measured in the incoming test water before treatment.

AFTER FILTRATION

Represents the water measured after treatment.

This value shows what remained after the water passed through the system during laboratory testing.

CRITERIA PARAMETER

Represents the laboratory benchmark or testing standard used for comparison.

These criteria help determine whether the system met the applicable performance requirements during testing.

PASS / QUALIFY

Indicates the system met the applicable laboratory requirement or testing standard under controlled test conditions.

IMPORTANT REFERENCE NOTICE

The manufacturer reference reports contained in this section are provided for educational and informational purposes.

Laboratory testing is performed under controlled conditions and helps demonstrate product performance during testing. Actual water conditions and treatment results may vary depending on source water quality, installation, maintenance, operating conditions, and system usage.

Pure Home 365 relies upon manufacturer and supporting laboratory documentation believed to be accurate at the time of publication. Certain materials, specifications, and supporting documents originate from third-party manufacturers and laboratories and may change without notice.

PureHome 365

PRODUCT WARRANTY & COVERAGE GUIDE



PURE HOME 365 LIMITED WARRANTY

Limited Warranty. Pure Home 365 warrants its products for residential use against manufacturing defects on the terms and conditions set forth below.

1. **What is Covered?** This limited warranty covers defects in materials and workmanship in your product and installation services **only if** installed by Pure Home 365.

2. **What is Not Covered?** This limited warranty does not cover any damage, deterioration or malfunction resulting from any alteration, modification, improper or unreasonable use or maintenance, misuse, water hammer, pressure spikes or drops, abuse, accident, neglect, fire, improper packing and shipping (you must present such claims to the shipping company), lightning, freezing, power surges, or other acts of nature. Pure Home 365 products are designed to improve water quality through physical and chemical treatment processes. This limited warranty does not guarantee elimination of all contaminants; compliance with any regulatory standard; specific laboratory test results, taste improvement, odor improvement; flow rates, pressure performance, cartridge life and/ or suitability for every water condition. Actual results may vary based upon source water quality, contaminant levels, water chemistry, plumbing conditions, operating conditions, and maintenance practices. This limited warranty does **not** cover as Pure Home 365 may determine in its sole discretion: **(i)** any damage, deterioration, misuse or malfunction resulting from any unauthorized tampering or modification of the product, including but not limited to scratches, discoloration, weathering, label wear, bracket finish wear and/or minor gauge lens cracks that do not affect functionality; **(ii)** any repairs attempted by anyone unauthorized by Pure Home 365 to make such repairs; **(iii)** any other cause, which does not relate directly to a defect in materials and/or workmanship of the product, including but not limited to excessive contaminant loading, excessive water consumption, abnormal plumbing and flow rates; **(iv)** improper installation, including but not limited to the installer's failure to follow the proper installation instructions, use of improper parts and/or leaks; **(v)** installation or service provided by a 3rd party; **(vi)** commercial, industrial, agricultural, irrigation or other high volume applications; **(vii)** premature cartridge depletion from excessive water usage, including but not limited to pool and or hot tub filling, irrigation systems and any other high volume application; **(viii)** preexisting conditions, including but not limited to low pressure, low water flow, scale build up, corrosion and/ or pipe deterioration; and **(ix)** normal wear of o-rings and electronic components such as power adapters.

3. How Long Does this Coverage Last?

This limited warranty is effective from the later of **(i)** date of sale; or **(ii)** the date of installation if installed by Pure Home 365 or its authorized distributor, and extends as follows:

a. **ALL INSTALLATION MATERIALS, INCLUDING VALVES**: As provided by the installer;

b. **AVANTI WHOLE HOUSE AND POINT OF USE HOUSINGS (3 stage):** LIMITED LIFETIME WARRANTY ON HOUSING

c. **GUAGES:** TEN (10) YEARS ON GUAGES under normal residential use.

d. **ALL OTHER TANKS/HOUSINGS AND CONTROLLERS**: FIVE (5) YEAR LIMITED WARRANTY

e. **CARTRIDGES (EXCLUDING GENIUS BY PLATINUM CARTRIDGES):** ONE (1) YEAR LIMITED WARRANTY. Note: Cartridge life with normal use under normal conditions is typically twelve (12) to twenty-four (24) months and is affected by many factors, including but not limited to water quality and water use.

f. **REVERSE OSMOSIS UNITS:** TWO (2) YEAR LIMITED WARRANTY (see product material for additional details.

g. **AVANTI 5 STAGE PLATFORM:** FIVE (5) YEAR LIMITED WARRANTY ON CONTROLLER/ VALVE AND 10 YEAR LIMITED WARRANTY ON TANK.

h. **GENIUS BY PLATINUM:** TWO (2) YEAR LIMITED WARRANTY ON SYSTEM AND NINETY (90) DAYS ON THE CARTRIDGES. Note: Cartridge life with normal use under normal conditions is typically six months without pre-filtration and up to twelve (12) months with adequate pre-filtration.

i. **FITTINGS AND INTERNAL COMPONENTS:** ONE (1) YEAR LIMITED WARRANTY on all fittings and internal tank components.

j. **HYDRO REACTOR:**

   i. **POOL AND SPA:** FIFTEEN (15) YEAR LIMITED WARRANTY.
   ii. **GARDEN/BOAT/CAR:** ONE (1) YEAR LIMITED WARRANTY

k. **FILTER MEDIA (granular media, excluding Avanti cartridges):**

   i. Neutralizing Tanks – TWO (2) YEAR LIMITED WARRANTY
   ii. Carbon Tanks – FIVE (5) YEAR LIMITED WARRANTY
   iii. Softeners – FIVE (5) YEAR LIMITED WARRANTY
   iv. Iron Tanks – FIVE (5) YEAR LIMITED WARRANTY
   v. All other Media – TWO (2) YEAR LIMITED WARRANTY

   Note: You are responsible for shipping charges on warranty claims.

4. **Who is Covered?** Only the original purchaser of the Pure Home 365 product is covered under Pure Home 365's limited warranty. This limited warranty is not transferable to subsequent purchasers or owners of this product.

5. **What Pure Home 365 Will Do.** Pure Home 365 will, at its sole discretion, provide one of the following three remedies to whatever extent Pure Home 365, in its sole discretion, deems necessary to satisfy a proper claim under this limited warranty:

   a. Repair or facilitate the repair of any defective unit or parts, including but not limited to replacing one of more of an affected cartridge within a reasonable period, free of any charge for the necessary parts, other than any applicable shipping, handling and processing fees as expressly set forth herein, to complete the repair and restore this product to its proper operating condition. Unless otherwise set forth herein, Pure Home 365 will also pay the shipping costs necessary to return this product once the repair is complete; or
   b. Replace the defective product with a direct replacement or with a similar product deemed by Pure Home 365, in its sole discretion, to perform substantially the same function as the original product.

6. What Pure Home 365 Will Not Do Under This Limited Warranty?

a. If you have prior authorization from Pure Home 365 to return any product to Pure Home 365 or the authorized Distributor from which it was purchased or any other party authorized to repair Pure Home 365 products, you must insure the product during shipment, with said insurance and shipping charges prepaid by you. If this product is returned uninsured, you assume all risks of loss or damage during shipment.

b. Pure Home 365 is not responsible for any costs related to the removal or re-installation of any product.

c. Pure Home 365 is not responsible for any costs related to installation of setting up of any product, or any adjustment a product. Coverage provided by this Warranty does not include diagnostic visits, maintenance visits, travel charges, emergency service calls, after-hours service, labor charges, shipping charges, or other service-related expenses unless specifically authorized in advance, in writing by Pure Home 365.

7. How to Obtain a Remedy Under This Limited Warranty.

a. To obtain a remedy under this limited warranty, you must first contact either Pure Home 365 or the authorized distributor from whom you purchased the product. To pursue any remedy under this limited warranty, you must possess an original, dated contract or receipt as proof of purchase from an authorized Pure Home 365 distributor.

b. Do not return this product to Pure Home 365 under this limited warranty without first obtaining a return authorization number ("RMA"). You can obtain an RMA only from Pure Home 365's Customer Service Department **(in the US call 941-557-7873 or email at support@purehome365.com)**

c. If Pure Home 365 decides that you need to return it directly to Pure Home 365, make sure that you properly pack the product, preferably in the original carton, for shipping.

d. Pure Home 365 will refuse any cartons not bearing a return authorization number.

e. Provide any information requested by Pure Home 365, including but not limited to photographs, video, utility bills, installation records, maintenance/service records and proof of purchase.

8. **Limitation of Liability.** THE MAXIMUM LIABILITY OF PURE HOME 365 UNDER THIS LIMITED WARRANTY SHALL NOT EXCEED THE ACTUAL PURCHASE PRICE PAID FOR THE PRODUCT. TO THE MAXIMUM EXTENT PERMITTED BY LAW, PURE HOME 365 IS NOT RESPONSIBLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM ANY BREACH OF WARRANTY OR CONDITION, OR UNDER ANY OTHER LEGAL THEORY. Some countries, districts and/or states do not allow the exclusion or limitation of relief, special, incidental, consequential or indirect damages, or the limitation of liability to specified amounts, so the above limitations or exclusions may not apply to you.

Force Majeure. Pure Home 365 is not be liable for any delay in performing, or failure to perform, any obligation under this Limited Warranty to the extent such delay or failure results from causes beyond Pure Home 365's reasonable control, including, without limitation, water main breaks; municipal line flushing; changes in the source water; excessive sediment loading; acts of God; flood; fire; earthquake; hurricane; tornado; severe weather; epidemic; pandemic; public health emergency; war; terrorism; civil unrest; sabotage; labor disputes; strikes; shortages of labor, fuel, energy, transportation, raw materials, or components; supply chain disruptions; governmental actions, laws, regulations, embargoes, or orders; utility outages; cyberattacks; or failures of third-party suppliers or carriers (each, a "Force Majeure Event"). During any Force Majeure Event, Pure Home 365's obligations under this Limited Warranty are suspended for the duration of the Force

Majeure Event, and the time for performance shall be extended by a period equal to the delay caused thereby. Pure Home 365 shall use commercially reasonable efforts to resume performance as soon as practicable after the Force Majeure Event has ended.

9. **Exclusive Remedy.** TO THE MAXIMUM EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY AND THE REMEDIES SET FORTH ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, REMEDIES AND CONDITIONS, WHETHER ORAL OR WRITTEN, EXPRESS OR IMPLIED. TO THE MAXIMUM EXTENT PERMITTED BY LAW, PURE HOME 365 SPECIFICALLY DISCLAIMS ANY AND ALL IMPLIED WARRANTIES, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. IF PURE HOME 365 CANNOT LAWFULLY DISCLAIM OR EXCLUDE IMPLIED WARRANTIES UNDER APPLICABLE LAW, THEN ALL IMPLIED WARRANTIES COVERING THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY TO THIS PRODUCT AS PROVIDED UNDER APPLICABLE LAW. IF ANY PRODUCT TO WHICH THIS LIMITED WARRANTY APPLIES IS A "CONSUMER PRODUCT" UNDER THE MAGNUSON-MOSS WARRANTY ACT (15 U.S.C.A. §2301, ET SEQ.) OR OTHER APPLICABLE LAW, THE FOREGOING DISCLAIMER OF IMPLIED WARRANTIES SHALL NOT APPLY TO YOU, AND ALL IMPLIED WARRANTIES ON THIS PRODUCT, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR THE PARTICULAR PURPOSE, SHALL APPLY AS PROVIDED UNDER APPLICABLE LAW.

10. **Other Conditions.**

a. This limited warranty gives you specific legal rights, and you may have other rights which vary from country to country or state to state. This limited warranty is void if (i) this product is not purchased from Pure Home 365 or an authorized Pure Home 365 distributor; or (ii) the product was altered. If you are unsure whether a seller is an authorized Pure Home 365 distributor, contact Pure Home 365 Customer Service at **941-557-7873**
b. International Shipments may incur additional shipping charges.
c. All funds are in US currency.
d. Any fees mentioned in this warranty are subject to change without notice and you will pay the fees in effect at the time you make your claim.
e. Damages incurred during shipping are not considered warranty claims. You must address any such damage with the carrier.

PureHome 365

A HEALTHY HOME STARTS WITH HEALTHY WATER.



Thank you

for trusting us with your water.

Better Water. Every Tap. Every Day.

WE'RE HERE WHEN YOU NEED US

SARASOTA, FL: 941-557-PURE

ASHEVILLE, NC: 828-532-2015

purehome365.com

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Results may vary based on water conditions and system configuration.
Component certifications apply where specified.