

Owens Water Co. Warranty Statement

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Owens Water Co. Warranty Statement

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This Warranty Statement supplements and incorporates by reference the warranty provisions of the Customer Sales & Installation Agreement signed at time of purchase. Where the two documents address the same subject, the terms of the Customer Sales & Installation Agreement control.

Section 1 — Owens Water Co. Limited Warranty

Owens Water Co., LLC (“Owens”) warrants its water treatment systems against defects in materials and workmanship under normal residential use, subject to the terms below. This warranty extends only to the **original purchaser** (“Customer”) at the **original installation address** and is **non-transferable**.

Coverage

- **Lifetime Limited Warranty — System Dry Parts** Covers tank shells, valve bodies, structural housings, and other non-consumable mechanical components that do not come into direct contact with water, against rust, leak, corrosion, or burst caused by manufacturing defect. “Lifetime” means the lifetime of the Customer’s continuous ownership of the original installation address. Cumulative claims under this lifetime coverage are limited to the original purchase price of the system.
- **5-Year Limited Warranty — Control Valve, Circuit Board, and Filtration Media** Covers the control valve assembly, electronic circuit board, and resin/carbon filtration media against defects in materials and workmanship for five (5) years from the date of original installation. Filtration media is a consumable that depletes over time with normal use; **this 5-year warranty covers manufacturing defects only and does not cover natural depletion**. Media re-bed or repack after natural depletion is the Customer’s responsibility and is not a warranty event.
- **1-Year Limited Warranty — Reverse Osmosis System** Covers the reverse osmosis unit, membrane, and pump (where applicable) against defects in materials and workmanship for one (1) year from the date of original installation. RO filters are consumables and are not warranted.
- **1-Year Limited Warranty — Installation Labor** Installation labor performed by Owens’ licensed plumbing partner is warranted for twelve (12) months from the date of installation against defects in workmanship. Trip charges, parts, and diagnostic fees within this 12-month period are waived for warranty-covered issues.

Customer Obligations — Conditions of Warranty Coverage

Warranty coverage is **valid only if** the Customer performs the following:

1. **Maintains salt levels in the brine tank.** Customer must not allow the brine tank to run dry for extended periods. A photo of the brine tank may be requested before warranty service is dispatched.
2. **Replaces reverse osmosis filters at least annually.** Filter replacement must be performed either by Owens' service team or by the Customer using filters approved by Owens. Use of non-approved aftermarket filters voids the RO warranty. A current list of approved replacement filters is available upon request.
3. **Operates the system within its published specifications.** This includes hardness, iron, sulfur, manganese, chloramine, and water pressure parameters as published in the system's product specification sheet provided at installation.
4. **Disclosed accurate water chemistry at the time of sale.** If the system is fouled or damaged by water chemistry conditions (including but not limited to elevated iron, sulfur, manganese, low pH, or chloramines) that were not disclosed to Owens prior to sale, the warranty is void as to that damage.
5. **Protects the system from freezing.** Damage caused by freezing — including damage to the resin tank, brine tank, RO unit, or any plumbing lines — is not covered.
6. **Permits Owens a reasonable opportunity to repair before claiming product failure.** Customer must allow Owens at least one diagnostic visit and one repair attempt before alleging the system has failed.
7. **Does not modify the system or have repairs performed by anyone other than Owens' authorized service personnel.** Any modification, repair, or installation performed by an unauthorized third party voids the warranty.
8. **Does not relocate the system from its original installation address or original installation location within the home.** Relocating the system — including moving the RO unit from under the original kitchen sink — voids the warranty unless the relocation is performed by Owens.

What This Warranty Does Not Cover

The warranty does not apply to, and Owens will not be responsible for:

- Damage from misuse, abuse, neglect, accident, vandalism, freezing, fire, flood, hurricane, lightning, power surge, or other acts of nature
- Damage caused by water chemistry outside published system specifications, whether disclosed or not
- Damage caused by undisclosed pre-existing plumbing conditions, including but not limited to galvanized supply lines, lead solder, root intrusion, low pH, or excessive sediment
- Variations in municipal water taste, smell, or appearance that are not caused by a verifiable system defect
- Normal wear and tear, including media depletion, filter exhaustion, membrane fouling from normal use, and cosmetic wear
- Consumables: salt, RO filters, sediment pre-filters, UV bulbs, and any other component intended for periodic replacement
- Damage caused by modifications, repairs, or installations performed by anyone other than Owens' authorized service personnel
- Consequential, incidental, or indirect damages, including but not limited to property damage, water damage to the home or its contents, mold remediation, alternative housing, loss of use, lost wages, or business interruption

Trip Charges and Service Fees After the Labor Warranty Period

After the 12-month labor warranty period expires:

- **Standard Service Trip Charge: \$249** — includes travel to the Customer's address, equipment diagnostic, and the first thirty (30) minutes of diagnostic labor on-site.
- **Additional Labor After First 30 Minutes: \$125 per hour**, billed in 15-minute increments.
- **Replacement Parts:** if the issue is determined to be a warranty-covered defect, the replacement part is provided at no additional charge. Shipping for warranty replacement parts after the 12-month labor warranty period is the Customer's responsibility and is typically \$35–\$95 depending on part size.

- **Non-Warranty Issues:** if the diagnostic determines the issue is not warranty-covered (Customer-caused damage, neglect, undisclosed water chemistry, etc.), the Customer is responsible for the \$249 trip charge, all parts at retail price, all shipping, and all additional labor at \$125/hour.

The trip charge is **not refunded** if the diagnostic determines the issue is non-warranty. This is true even if the Customer requested service in good faith.

Required Pre-Service Diagnosis

To control unnecessary truck rolls and reduce Customer service costs, **Owens requires a pre-service phone or video diagnosis before any in-person service visit is scheduled.** This consists of:

- Photographs or video of the system, sent by text or email to Owens
- A brief phone or video call (typically 10–15 minutes) with an Owens service representative
- An attempt at remote troubleshooting

If the issue is resolved during pre-service diagnosis, no trip charge is incurred. If the issue requires an in-person visit, the visit will be scheduled per the response timeline below.

Service Response Timeline

- **Non-Emergency Warranty Service:** scheduled within 5–10 business days of pre-service diagnosis
- **Emergency Service (active leak or water shutoff):** Owens will make reasonable efforts to dispatch within 24–48 business hours

Claim Procedure

To file a warranty claim:

1. Contact Owens at (239) 256-4014 or hello@owenswater.com
2. Provide proof of purchase (your signed Customer Sales & Installation Agreement or installation invoice)
3. Provide photos or video of the issue
4. Complete pre-service phone or video diagnosis
5. If an in-person visit is required, Owens will schedule per the response timeline above

Repair-or-Replace at Owens' Option

For any valid warranty claim, **Owens reserves the right to elect, at its sole discretion, to repair the affected component, replace the affected component with a new or refurbished equivalent, or refund a pro-rated portion of the original purchase price.** Customer is not entitled to demand a specific remedy.

Warranty Period Not Extended by Replacement

Replacement parts or services rendered under this warranty are warranted only for the remainder of the original warranty period and do not extend or reset the original warranty term.

Total Liability Cap

Owens' total cumulative liability under this warranty, for any and all claims arising from the equipment or its installation, **is strictly limited to the original purchase price of the system** as stated in the Customer Sales & Installation Agreement. Owens shall not be liable for any incidental, consequential, indirect, special, exemplary, or punitive damages, even if Owens has been advised of the possibility of such damages.

This Warranty is Exclusive

THIS WARRANTY IS THE EXCLUSIVE REMEDY AVAILABLE TO THE CUSTOMER AND IS PROVIDED IN PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. To the maximum extent permitted by Florida law, Owens disclaims all other warranties, including implied warranties of merchantability and fitness for a particular purpose, except where such implied warranties cannot be disclaimed under applicable law, in which case those implied warranties are limited in duration to the duration of the corresponding express warranty above.

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Section 2 — Manufacturer Warranty (Pass-Through)

Several components of your Owens Water Co. system are covered by manufacturer warranties that are passed through to the Customer. These manufacturer warranties are administered through Owens but are issued by the original equipment manufacturer and are subject to the manufacturer's own terms.

Component	Manufacturer Warranty Period
Control valves	5 years
Storage tanks (resin and carbon)	Lifetime against rust and corrosion from manufacturing defect
Media tanks	Lifetime against rust and corrosion from manufacturing defect
Ceramic discs (rotary valves)	Lifetime
Reverse osmosis system	1 year
Filtration media (resin, carbon)	5 years against manufacturing defect; depletion not covered

Manufacturer Warranty — Important Notes

- Replacement parts under the manufacturer warranty are covered only for the remainder of the original warranty period and must be installed by an Owens-authorized service technician.
- **Labor associated with manufacturer warranty component replacement is not included** and is billed per the Trip Charges and Service Fees schedule above if outside the 12-month labor warranty period.
- The manufacturer warranty does not apply to damages caused by:
 - Misuse, abuse, neglect, or accidents
 - Improper installation or unauthorized repairs
 - Acts of nature
 - Water conditions that foul filters, resins, or membranes
 - Freezing, flooding, or pressure exceeding manufacturer specifications

Manufacturer Warranty Claim Requirements

To process a manufacturer warranty claim, the following must be provided to Owens, which will administer the claim with the manufacturer on the Customer's behalf:

- Valid proof of purchase
- Original installation documentation
- Photographs or video of the defect
- Return Authorization (RA) number, which Owens will obtain from the manufacturer on the Customer's behalf

Disclaimer

THIS WARRANTY IS EXCLUSIVE AND PROVIDED IN PLACE OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, EXCEPT TO THE EXTENT SUCH IMPLIED WARRANTIES CANNOT BE DISCLAIMED UNDER APPLICABLE LAW. OWENS WATER CO., LLC IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES EXCEEDING THE COST OF THE PRODUCT ITSELF. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Governing Law and Severability

This Warranty Statement is governed by the laws of the State of Florida, without regard to its conflict-of-laws principles. If any provision of this Warranty is found to be unenforceable by a court of competent jurisdiction, the remaining provisions remain in full force and effect.

Owens Water Co., LLC is a Florida-registered water treatment company. All installations are performed by independent licensed plumbing contractors. Owens Water Co. provides products, project management, customer service, and warranty administration; physical installation and warranty service labor are performed by independently licensed installers.

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