

Residential Warranty for Systems Installed  
by Complete Water Systems LLC

## WARRANTY FOR SALT BASED WATER SOFTENERS & ALL-IN-ONE SOFTENERS

### Limited Lifetime Warranty

For the lifetime of the original purchaser, at the original residential place of installation of the Salt Based Water Softener Conditioner, or at a new or different location, providing a Complete Water Systems LLC removes and reinstalls said system, CWS warrants the following:

- Resin (Media) Tank
- Salt (Brine) Tank
- Ion Exchange Resin
- Control Valve Body
- Electronics - (less consumables, i.e., batteries)
- All Other Parts - (less consumables, i.e. piston, seal stack, drive motor)

Free of all costs to you except transportation and labor charges, we warrant that we will replace or repair the fiberglass resin (media) tank, polyethylene salt (brine) tank, the high-capacity ion exchange resin, and valve body, if for any reasons it is found to be defective, because of faulty materials or workmanship.

### GENERAL PROVISIONS & EXCLUSIONS

This warranty does not apply to any commercial or industrial installations or to any part of the water conditioner which has been subjected to misuse, neglect, alteration, or accident, or to any damage caused by fire, flood, freezing, Acts of God, or any other casualty, or if said water conditioner is moved or serviced by anyone other than Complete Water Systems LLC, or if the original serial numbers have been removed. Fouling or damage to the resin caused by iron, sulfur, bacterial iron, silt, sand, tannins, organics, bacteria, or chlorine voids the warranty on the resin.

These warranties are in lieu of all other warranties expressed or implied, and we do not authorize any person to assume for us any other obligation on the sale of this water conditioner. No responsibility is assumed for delays or failure to meet these warranties caused by strike, government regulations or other circumstances beyond the control of CWS.

Weather Damage: All Warranties are void if system is exposed to UV damage from the sun, or electrical damage from rain. Customer is responsible to provide cover for the system i.e. (shed, patio, UV protected covers for softener systems, etc.) for outside installation.

Charges incurred regarding actual labor to replace any warranted component are not the responsibility of Complete Water Systems LLC

Warranty does not include labor, service call fees, fuel surcharges & transportation if needed after the first 12 months of installation.

(Discounted Yearly preventative maintenance & service plans available ask one of our representatives for options to learn more.)

\*\*\*WARRANTY IS VOID IF PRODUCT IS NOT INSTALLED BY Complete Water Systems LLC\*\*\*

ANY IMPLIED WARRANTIES OF FITNESS OR MERCHANTABILITY ARE LIMITED TO THE TERMS OF THIS EXPRESSED WARRANTY AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE HEREIN. THE SELLER SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION 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.



Residential Warranty for Systems Installed  
by Complete Water Systems LLC

Name	
Address	
Phone	
Email	
Model	
Serial #	
Date Installed	

Please read the installation, maintenance, and specification manual. Divergence from these instructions or use on non-potable water supply will void your warranty.

This warranty does not cover any consequential damages, including travel expense, telephone charges, loss of revenue, loss of time, inconvenience, loss of use of the equipment and/or its failure to function properly.

Warranty Transfer Request: Must be submitted within 30-Days of Closing Date. Note, not all packages are eligible for warranty transfer please refer to your original invoice or contact our office to confirm.

New Property Owner:

Name	
Address	
Phone	
Email	
Model	
Serial #	
Date Installed	



Residential Warranty for Systems Installed  
by Complete Water Systems LLC

**WARRANTY FOR SALT FREE ANTI-SCALE CONDITIONERS**

**Limited Lifetime Warranty**

For the lifetime of the original purchaser, at the original residential place of installation of the Salt Free Conditioner, or at a new or different location, providing a Complete Water Systems LLC removes and reinstalls said system, CWS warrants the following:

- **Resin (Media) Tank**
- **Control Valve Body**
- **Electronics - (less consumables, i.e., batteries)**
- **All Other Parts - (less consumables, i.e. piston, seal stack, drive motor)**

Free of all costs to you except transportation and labor charges, we warrant that we will replace or repair the fiberglass resin (media) tank, polyethylene salt (brine) tank, and valve body, if for any reasons it is found to be defective, because of faulty materials or workmanship.

**GENERAL PROVISIONS & EXCLUSIONS**

This warranty does not apply to any commercial or industrial installations or to any part of the water conditioner which has been subjected to misuse, neglect, alteration, or accident, or to any damage caused by fire, flood, freezing, Acts of God, or any other casualty, or if said water conditioner is moved or serviced by anyone other than Complete Water Systems LLC, or if the original serial numbers have been removed.

These warranties are in lieu of all other warranties expressed or implied, and we do not authorize any person to assume for us any other obligation on the sale of this water conditioner. No responsibility is assumed for delays or failure to meet these warranties caused by strike, government regulations or other circumstances beyond the control of CWS.

Weather Damage: All Warranties are void if system is exposed to UV damage from the sun, or electrical damage from rain. Customer is responsible to provide cover for the system i.e. (shed, patio, UV protected covers for softener systems, etc.) for outside installation.

Charges incurred regarding actual labor to replace any warranted component are not the responsibility of Complete Water Systems LLC

Warranty does not include labor, service call fees, fuel surcharges & transportation if needed after the first 12 months of installation.

(Discounted Yearly preventative maintenance & service plans available ask one of our representatives for options to learn more.)

\*\*\*WARRANTY IS VOID IF PRODUCT IS NOT INSTALLED BY Complete Water Systems LLC\*\*\*

ANY IMPLIED WARRANTIES OF FITNESS OR MERCHANTABILITY ARE LIMITED TO THE TERMS OF THIS EXPRESSED WARRANTY AND THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THOSE HEREIN. THE SELLER SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATIONS OF INCIDENTAL OR CONSEQUENTIAL DAMAGES SO THE ABOVE LIMITATION 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.



Residential Warranty for Systems Installed  
by Complete Water Systems LLC

Name	
Address	
Phone	
Email	
Model	
Serial #	
Date Installed	

Please read the installation, maintenance, and specification manual. Divergence from these instructions or use on non-potable water supply will void your warranty.

This warranty does not cover any consequential damages, including travel expense, telephone charges, loss of revenue, loss of time, inconvenience, loss of use of the equipment and/or its failure to function properly.

Warranty Transfer Request: Must be submitted within 30-Days of Closing Date. Note, not all packages are eligible for warranty transfer please refer to your original invoice or contact our office to confirm.

New Property Owner:

Name	
Address	
Phone	
Email	
Model	
Serial #	
Date Installed	



Residential Warranty for Systems Installed  
by Complete Water Systems LLC

## WARRANTY FOR REVERSE OSMOSIS SYSTEMS

### Five Year Limited Warranty

For five years from the original installation date of the original purchaser, at the original residential place of installation of the Reverse Osmosis System, or at a new or different location, providing Complete Water Systems LLC removes and reinstalls said system, CWS warrants the following: to be free from defects in material and workmanship for a period of five years from the date of purchase when installed within operating conditions listed below. We will repair or replace any part of the water system found to be defective in operation because of defective parts or workmanship. Labor is included for the first 12 months from the original installation date. CWS will extend labor coverage up to five years if CWS preforms the annual filter services and maintenance. This warranty does not cover the disposable sediment and carbon filters whose life depends on feed water conditions. The reverse osmosis membrane is covered for manufacturing defects only, and if required prefilter conditions to the membrane are not followed the membrane will not be covered.

#### Warranty Valid Only If Operated Within Conditions Listed Below

- A. If installed on chlorinated water system, pre-filters must be replaced at least once a year. Evidence of chlorine damage to membrane will void warranty.
- B. Feed water supply must be between 40 and 80 psi
- C. The water temperature must be between 40 and 90.
- D. The PH of feed water must be within range of 3-11.
- E. The Total Dissolved Solids (TDS) Must not exceed 2000 PPM

#### Warranty Service Policy

All replacement filters & parts must be CWS Provided, or the warranty is void. To obtain warranty service we ask that the proceeding policy be followed:

- A. Contact dealer unit was purchased from.
- B. Shipping and handling must be prepaid for any part returned under warranty.
- C. Any part(s) returned and determined to be not covered under warranty will be repaired or replaced and charged at retail cost for parts and shipping.

This warranty will not cover damage due to occurrences of neglect, misuse, alteration, accident, misapplication, fire, flood, act of God or freezing and hot water. Our limitations of this warranty are to repair or replace defective parts of the Reverse Osmosis system and we assume no liability for incidental and consequential damages from corrosion or other causes. Labor to repair or replace defective parts is not covered under warranty. This warranty gives you specific legal rights, you may have other rights which vary from state to state.

