Honest Water Co Warranty Statement

Section 1: Honest Water Co Lifetime Warranty

At Honest Water Co, we take pride in the quality and craftsmanship of our water treatment systems. The following limited warranties apply to the original purchaser of each system:

Coverage

- **Lifetime Warranty – System Dry Parts**
  Covers all mechanical and non-consumable components that do *not* come into direct contact with water.

- **5-Year Warranty – Control Valve, Circuit Board, and Filtration Media**
  Protects against defects in materials and workmanship under normal operating conditions.

- **1-Year Warranty – Labor**
  Covers labor-related issues arising from the original installation for a period of one year from the date of purchase.

Warranty Conditions & Limitations

- Coverage is valid only when the system is installed, operated, and maintained according to Honest Water Co. guidelines.

- The warranty excludes damages caused by improper installation, misuse, neglect, unauthorized modifications, or environmental factors such as flooding, freezing, or excessive contaminant levels beyond system specifications.

- Replacement parts or services rendered under this warranty do not extend or reset the original warranty period.

- This warranty is the exclusive remedy and supersedes all other warranties—express or implied—including warranties of merchantability and fitness for a particular purpose.

- Honest Water Co. is only responsible for damages or failures resulting from workmanship-related issues. Honest Water Co. is not responsible for any damages caused by manufacturer defects.

- Honest Water Co.'s total liability is strictly limited to the original purchase price of the system. We are not liable for any incidental, consequential, or indirect damages.

To file a claim, please contact Honest Water Co. Customer Support and provide proof of purchase along with installation documentation.

Section 2: Manufacturer Warranty

Honest Water Co. also provides a manufacturer-backed warranty for specific system components, covering defects in materials and workmanship under normal use and conditions:

Component / Product	Warranty Period
Control Valves	5 Years
Storage Tanks	Lifetime
Media Tanks	Lifetime
Ceramic Discs (Rotary Valves)	Lifetime
Reverse Osmosis Systems	1 Year
Filtration Media	5 Years

Important Notes

- Replacement parts are covered only for the remainder of the original warranty period and must be installed by an Honest Water Co.-approved technician.
- Labor associated with component replacement is not included.

Exclusions

This 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

Warranty Claim Requirements

To process a claim, the following must be provided:

- Valid proof of purchase

- Installation documentation
- Return authorization number issued by Honest Water Co.

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. HONEST WATER CO. IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES EXCEEDING THE COST OF THE PRODUCT ITSELF.