



The NuvoH2O Salt-Free Water Softeners are so dependable that you can count on enjoying healthy, salt-free softened water. In the unlikely event that you have trouble with your softener, NuvoH2O will, at its option, repair, modify, or exchange it at no cost to you within 5 years of purchase date. This limited warranty is fully transferable with the sale of your house. To qualify for the limited warranty use only genuine replacement cartridges from NuvoH2O.

Installing this system in direct sunlight or unprotected outside your home will VOID this warranty.

NuvoH2O is not responsible for damages incurred due to improper installation.

Please see our Policies page for all terms and conditions related to our limited warranty.

## **Nuvo Residential, LLC dba NuvoH2O Warranty Information**

NuvoH2O ("NuvoH2O") provides a limited warranty to the original purchaser of its water filtration, softening, and treatment products (the "Product") under the terms set forth below.

### **1. Warranty Coverage**

NuvoH2O warrants that the Product, when installed, used, and maintained according to NuvoH2O's specifications, will be free from defects in materials and workmanship for a period of five (5) years from the date of original purchase. This limited warranty is valid only for the original purchaser and is not transferable.

### **2. Remedies**

NuvoH2O will replace the defective part of the covered product, or if necessary, the product and include installation instructions for a licensed plumber or installer. The warranty on any replacement part shall be limited to the unexpired term of the original warranty. NuvoH2O reserves the right to inspect the defective part of the covered product, or if necessary, the product before authorizing a warranty replacement.

### **3. Warranty Conditions and Exclusions**

This limited warranty is voided and shall not apply if:

- The Product has been modified, altered, or used outside of its intended purpose.
- The Product is not installed or maintained in accordance with all printed instructions and local plumbing codes.
- The Product is not regularly maintained according to NuvoH2O's recommendations, including changing filters and cartridges as specified and replacing the O-ring as needed.
- The Product is installed in a household without proper pressure regulation.
- Parts or accessories not manufactured or supplied by NuvoH2O are used with the Product.

## **4. Limitations**

This warranty does not cover:

- Damage caused by abuse, misuse, or neglect.
- Damage caused by freeze, over-pressurization, water hammering, fire, or acts of God.
- Labor costs for removal, installation, or reinstallation of the Product.
- Any consequential, incidental, or special damages, including but not limited to, loss of use, loss of water, or loss of revenue.

## **5. Warranty Claim Process**

To make a warranty claim, the original purchaser must contact NuvoH2O's customer service within the warranty period. Proof of purchase and evidence of the defect must be provided. NuvoH2O reserves the right to require that the defective Product be returned for inspection and verification of the defect before a remedy is provided.

## **6. Governing Law**

This limited warranty shall be governed by and construed in accordance with the laws of the state where NuvoH2O is incorporated, without regard to its conflict of law principles.

## **7. Severability**

If any provision of this warranty is found to be unenforceable or invalid, the remaining provisions shall remain in full force and effect.

## **8. Entire Agreement**

This limited warranty represents the entire agreement between NuvoH2O and the original purchaser regarding the warranty for the Product and supersedes any prior agreements, understandings, or representations relating to the warranty for the Product, whether oral or written.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. To the extent permitted by law, all other implied warranties are disclaimed or if not subject to disclaimer, limited to the term of the express warranty.