

# SENTRY WHOLE HOUSE WELLNESS SYSTEM

## *Limited Warranty*

### **WHO IS COVERED**

SENTRY H2O AND ITS SUPPLIERS, (herein collectively referred to as "Manufacturer") warrants to the owner of the home where the Sentry Whole House Wellness System is initially installed (hereinafter "Owner"). The warranty is restricted to the Sentry Whole House Wellness System used in a single-family residence in the United States of America and is void if moved from the original installation location.

### **WHAT IS COVERED**

This Limited Warranty covers defects in materials or workmanship during the limited warranty period of your Sentry Whole House Wellness System, including subcomponents purchased with the original system (may or may not include pre-filter, post-filter, and fittings), except as provided below. The Sentry Whole House Wellness System is warranted only when it is installed, operated, and maintained in accordance with the instructions accompanying the system. The system should be installed in such a manner that, if any tank or connection should leak, the resulting flow of water will not cause damage to the area in which it is installed.

### **FOR HOW LONG**

This warranty runs for the months specified in the chart below from the date of purchase by a consumer (hereinafter "Warranty Period"). No warranty coverage will be provided if the claimant is unable to provide proof of purchase. Water conditions and use rates may limit the functional lifespan of your system. This Limited Warranty does not extend to the full estimated lifespan of the system.

### **WHAT SENTRY H2O WILL DO**

1. If necessary, the Manufacturer will provide a replacement that fulfills the remaining estimated lifespan/capacity (see chart) of your original purchase and send it to you with installation instructions. If industry standards, product improvements, or product obsolescence prohibit the Manufacturer from furnishing an identical model replacement system under this warranty, the Owner will be furnished with a new system of comparable remaining capacity and functionality; however, the Owner will be charged for the additional value of the item(s) which the Manufacturer has incorporated in the replacement system.
2. Component Part - If any component part proves to the Manufacturer's satisfaction to be defective in material or workmanship within the warranty period listed on the data plate label, the Manufacturer will furnish the Owner with a replacement for the defective part(s).
3. Return of Defective System and Component Parts - The Manufacturer reserves the right to examine the alleged defect in the system or component part(s), and it will be the Owner's obligation to return the system and/or component part(s) to the Manufacturer at the Manufacturer's request.
  - a) When returning a system, it must include all component parts.
  - b) When returning component part(s), they must be individually tagged and identified with the system's model number, date of purchase, and date of installation.

### **WHAT IS NOT COVERED**

1. This Limited Warranty does not cover filter cartridges and/or any systems that were not installed in compliance with the instructions or that have been abused or operated incorrectly.
2. The Limited Warranty stated herein is in lieu of any and all warranties, express or implied (whether written or oral), including, but not limited to, the implied warranties of merchantability and fitness for a particular purpose.
3. Manufacturer shall not be liable for any incidental, consequential, special, or contingent damages or expenses, arising, directly or indirectly, from any defect in the system or the use of the system.
4. Manufacturer shall not be liable for any water damage arising, directly or indirectly, from any defect in the system or component part(s) or from its use.



1-833-377-3817



CleanWater@SentryH2O.com



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5. Manufacturer shall not be liable for any damage or product failures caused by any of the following:
  - The system or any of its component parts have been subject to misuse, alteration, neglect, or accident.
  - The system has not been installed in accordance with the applicable local plumbing and/or building code(s) and/or regulations or in their absence.
  - The system is not installed, operated, and maintained in accordance with the printed Manufacturer's instructions, including if the system has any additional aftermarket equipment introduced into the sealed system not approved by the manufacturer.
  - The system is exposed to highly corrosive conditions.
  - The system is not continuously supplied with potable water.
  - The system is not operated within the factory calibrated temperature limits.
  - The system is removed from its original installation location.
  - The system is installed in direct sunlight or exposed to freezing temperatures.
  - The system or any of its component parts fail due to iron or sediment build-up.
  - Clogging due to the purchaser's failure to replace the Pre-Filter cartridge.
  - Damage caused by fire, flood, or acts of God.
  - Damage caused by over-pressurization in the water line.
6. This warranty does not cover damage caused by the use of parts that are not genuine Sentry H2O parts. This includes, but is not limited to replacement filters, faucets, and/or diverter valves.
7. Except when specifically prohibited by applicable state law, the Owner, and not the Manufacturer, shall be liable for and shall pay for all charges for labor or other expenses incurred in the removal, repair, or replacement of the system or any component part(s) claimed to be defective or any expense incurred to remedy any defect in the product. Such charges may include, but are not necessarily limited to:
  - a) All freight, shipping, handling, and delivery costs of forwarding a new system or replacement part(s) to the owner.
  - b) All costs necessary or incidental in removing the defective system or component part(s) and installing a new system or component part(s).
  - c) Any material required to complete, and/or permits required for, the installation of a new system or replacement part(s).
  - d) All costs necessary or incidental in returning the system or component part(s) to a location designated by the Manufacturer.

### HOW TO GET SERVICE

To receive service under this Warranty, you must contact Sentry H2O at 1-833-377-3817 or CleanWater@SentryH2O.com within the Warranty Period to describe the problem to a customer service representative who will verify that the product is under warranty and determine whether a part or the system will be replaced and whether you must send back the unit. You will be required to provide proof of purchase and proof of proper installation.

Sentry Whole House Wellness System Warranty Coverage	
Model	Lifespan / Capacity
Standard Whole House Wellness System (P/N: CP-SWH-SL)	5 years / 500,000 gallons
XL Whole House Wellness System (P/N: CP-SWH-SL-XL)	7 years / 1,00,000 gallons



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