

# SALEM WATER SOLUTIONS

## LIMITED LIFETIME WARRANTY STATEMENT

### Warranty Overview

Salem Water Solutions warrants all whole-home water treatment systems against defects in materials and workmanship under normal use and service conditions. This warranty is provided to the original purchaser and is non-transferable.

### Coverage

Component	Warranty Period
Tank bodies (softener & carbon)	Lifetime — against structural defects
Control valve	10 years
Carbon and softening media	5 years — performance warranty
RO membranes and filters	1 year (consumable cartridges excluded)
Pre-sediment filter housing	1 year

### What's Covered

This warranty covers manufacturing defects, premature failure under normal use conditions, and control valve malfunction. Salem Water Solutions will repair or replace defective components at no charge during the applicable warranty period.

### What's Not Covered

This warranty does not cover: damage resulting from improper installation by non-Salem technicians; damage caused by neglect, misuse, or failure to perform recommended maintenance; damage from freezing, flooding, fire, or other acts of nature; normal wear and tear on consumable components (filter cartridges, salt, etc.).

### How to Request Service

To request warranty service, contact Salem Water Solutions directly. We will assess the issue and schedule a service visit at no charge during the warranty period.

## **Salem Water Solutions**

■ (267) 861-1937

■ [salemwatersolutions.com](https://www.salemwatersolutions.com)

■ Serving PA & NJ — NE Philadelphia, Bucks County, Montgomery County & South Jersey

© 2024 Salem Water Solutions. All rights reserved. This warranty gives you specific legal rights. You may also have other rights which vary by state.