



Warranty Statement

Section 1: Infiniti H2O Solutions Lifetime Warranty

At Infiniti H2O Solutions, we take pride in the quality and craftsmanship of our water treatment systems — including water softeners, reverse osmosis (RO) drinking water systems, carbon filtration, and salt-free conditioners. 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 – Reverse Osmosis Systems

Covers the RO membrane housing, storage tank, faucet, and fittings against defects in materials and workmanship for one year from the date of installation. The RO membrane cartridge and filter cartridges are consumable items and are not covered under this or any warranty — see Consumable Items below.

1-Year Warranty – Labor

Covers labor related to correcting issues arising from the original installation for a period of one year from the date of purchase, subject to the Service Call & Trip Fee terms below.

Service Call & Trip Fee

A trip fee of \$150 applies to every in-home service visit. This fee covers technician travel, diagnostic time, and scheduling, and is charged regardless of the cause of the visit — whether the issue is found to be covered under warranty, a consumable item, customer error, or anything else. The trip fee is separate from parts and labor coverage described above.

- If the issue is a covered part defect: the part is replaced at no charge; the \$150 trip fee and labor still apply.
- If the issue is a consumable item (RO membrane, filters, salt, O-rings, UV bulb): the item, labor, and \$150 trip fee all apply.
- If the issue is unrelated to a defect (misuse, neglect, water conditions, environmental damage): parts, labor, and the \$150 trip fee all apply in full.
- If a visit within the first year confirms the issue was an error made by our own installation crew: the \$150 trip fee and labor are waived — parts and labor coverage in this one case only.
- After-hours, weekend, or emergency same-day visits: \$150 trip fee plus a \$75 rush fee.

Outside of a confirmed original-install error in year one, no service visit is performed free of charge. The \$150 trip fee is the cost of the technician coming to the home and applies independently of whether anything on the system is repaired, replaced, or found to be working as intended.

Consumable Items (Not Covered by Parts Warranty)

The following items are expected to wear out through normal use and are never covered under warranty, regardless of system age:

- RO pre-filters, post-filters, and carbon polishing filters
- RO membrane cartridges
- Water softener salt or potassium
- O-rings, seals, and gaskets replaced during routine maintenance
- UV lamps/bulbs, where applicable

Warranty Conditions & Limitations

- Coverage is valid only when the system is installed, operated, and maintained according to Infiniti H2O Solutions 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.
- Infiniti H2O Solutions is only responsible for damages or failures resulting from workmanship-related issues. Infiniti H2O Solutions is not responsible for any damages caused by manufacturer defects.
- Infiniti H2O Solutions' total liability is strictly limited to the original purchase price of the system. We are not liable for any incidental, consequential, or indirect damages.
- A \$150 trip fee applies to every service visit and is due at time of service, in addition to any parts or labor charges, except as described above.

To file a claim, please contact Infiniti H2O Solutions Customer Support and provide proof of purchase along with installation documentation.

Section 2: Manufacturer Warranty

Infiniti H2O Solutions 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 Membrane Housing — 1 Year
- Reverse Osmosis Storage Tank — 1 Year
- Reverse Osmosis Faucet & Fittings — 1 Year
- Filtration Media — 5 Years
- RO Membrane & Filter Cartridges — Not Covered (consumable)

Important Notes

- Replacement parts are covered only for the remainder of the original warranty period and must be installed by an Infiniti H2O Solutions-approved technician.
- Labor and the \$150 trip fee associated with any component replacement are billed separately, except in the confirmed original-install-error case described above.

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
- Normal wear of consumable items, including RO membranes and filter cartridges

Warranty Claim Requirements

To process a claim, the following must be provided:

- Valid proof of purchase
- Installation documentation
- System model and serial number
- Return authorization number issued by Infiniti H2O Solutions

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