Limited Warranty

Hydrazorb Residential Whole-Home Water Treatment Systems

Hydrazorb Water LLC, a Utah limited liability company, Cedar City, Utah | Effective November 5, 2026

This Limited Warranty is given by Hydrazorb Water LLC ("Hydrazorb," "we," "us") to the original purchaser of a new Hydrazorb residential whole-home water treatment system (Foundation HZ-WH-001, Cornerstone HZ-WH-002, Capstone HZ-WH-003, or a Hydrazorb system listed in your signed proposal), installed in a residential home in the United States ("you"). A "residential home" is a single dwelling used for personal, family, or household purposes, including a primary residence, a second or vacation home, a seasonally occupied home, and a home rented to others as a short-term or long-term rental.

1. What Is Covered

We warrant that covered parts will be free from defects in materials and workmanship under normal residential use for the periods below. Coverage starts on the installation date shown on your installer's invoice, or on the purchase date if you cannot show an installation date.

Part Group	Parts	Labor	Examples
Plastic parts	**10 years**	Years 1–2	Tanks, filter housings, valve bodies, bypass valves, brine tanks, manifolds, fittings we supply
Electronic parts	**3 years**	Years 1–2	Controllers, circuit boards, displays, sensors, flow meters, UV ballasts, solenoids, motors, power supplies
All other parts	**1 year**	Year 1	Any other part we supply, except consumables

2. What We Will Do

If a covered part fails from a defect during its coverage period, we will choose to repair it, replace it with a new or reconditioned part, or refund the price of the defective part.

- Years 1–2: we provide the part, the labor, and shipping of the part at no charge.
- After year 2: we provide the part only. You pay for labor, service calls or trip charges, and shipping.

Replacement parts are covered only for the rest of the original coverage period. A repair or replacement does not extend or restart coverage.

3. Your Responsibilities

Installation. Your system must be installed according to our installation instructions and all applicable plumbing, electrical, and building codes, by a plumber licensed in your state or a contractor holding a Utah S410 license (or the equivalent license in your state). Any backflow device must be installed by a licensed plumber. Keep your installer's invoice showing the installer, license number, and installation date.

Freeze protection. Your system is part of your home's plumbing. You are responsible for keeping the space where it is installed from freezing, including while the home is vacant or seasonally occupied.

Filters. Replace filters at least every 12 months, and sooner if your water quality requires it or owner's manual calls for it. Use filters that meet our published specifications, which are listed on the Specification Sheet (Exhibit A) of your signed proposal and are free on request. Any filter meeting those specifications may be used, from any seller, including EverForged and Filters Fast (filtersfast.com). You may change filters yourself or hire anyone you choose. A separate, optional filter service agreement for scheduled filter replacement is available. It is not part of this warranty and is not required.

Records. Keep your maintenance records, such as dated filter receipts or invoices, and give them to us when we ask during a claim.

4. What Is Not Covered

- Damage we can show was caused by installation that did not follow our instructions or applicable codes.
- Damage we can show was caused by missed maintenance, including filters not replaced on time, or by filters or parts that do not meet our specifications.
- Filters and consumables, including cartridges, media, resin, carbon, salt, UV lamps, quartz sleeves, O-rings, and seals.
- Damage caused by water outside the component manufacturers' published operating specifications in effect on your purchase date, or by a change in water source.
- Damage to the system caused by freezing; by fire, flood, earthquake, lightning, wind, power surges, or other acts of God; or by any other condition or event in or around your home that the system did not cause, such as plumbing leaks, loss of heat, or structural damage.
- Misuse, neglect, accidents, or physical damage, and repairs or alterations we did not authorize.
- Outdoor installations (unless rated for outdoor use), and commercial, industrial, agricultural, or multi-unit (more than two dwelling units) use. Rental use of a residential home is covered.
- Cosmetic wear, water testing, labor and shipping after year 2, and the cost of getting access to the system (such as removing cabinets or walls).

We will not deny a claim because a filter came from another seller, because records are missing, or because of who installed the system, unless we can show the failure was caused by the installation, missed maintenance, or a nonconforming filter or part.

5. How To Get Service

Contact us before the coverage period ends (see Contact Us). Give us your name, address, system model and serial number, installation date, and a description or photos of the problem. We may inspect the system or ask you to return the part with a shipping label we provide. We will repair, replace, or refund within a reasonable time after we confirm the claim. Registration is helpful but not required.

6. Transfer

If you sell your home, this warranty may be transferred one time to the next owner of that home for the rest of the coverage periods. The new owner must contact us within 90 days after the sale. No other transfers are allowed.

7. Limits on Our Responsibility

IMPLIED WARRANTIES, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE LENGTH OF THE PARTS COVERAGE PERIOD FOR THE PART INVOLVED (10 YEARS, 3 YEARS, OR 1 YEAR). Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

YOUR ONLY REMEDY IS THE REPAIR, REPLACEMENT, OR REFUND DESCRIBED IN SECTION 2. HYDRAZORB IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WATER DAMAGE TO YOUR HOME OR BELONGINGS, LOSS OF USE, OR THE COST OF OTHER WATER. THIS EXCLUSION DOES NOT APPLY TO DAMAGES FOR PERSONAL INJURY. 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.

If we cannot fix a covered defect within a reasonable number of attempts or a reasonable time, you may pursue the other remedies the law allows.

8. Your Rights Under State Law

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. In California, implied warranties last as long as the applicable parts coverage period, but no less than 60 days and no more than 1 year. In Massachusetts, Maine, Maryland, Vermont, Kansas, Mississippi, West Virginia, and the District of Columbia, the limits on implied warranties and on remedies for breach of implied warranties in Section 7 do not apply to you.

9. Resolving Concerns

If you have a concern, please send us a written notice describing it and what you want. We will try to resolve it within 30 days. This step is voluntary, is not an informal dispute settlement mechanism under 16 C.F.R. Part 703, and does not limit your rights. Any separate agreement between you and Hydrazorb about how disputes are resolved is in your signed Terms of Sale and is not part of this Limited Warranty.

10. Getting a Copy

For a free paper copy of this warranty, before or after you buy, write to us at the address below or email us at info@everforged.com.

11. Entire Warranty

This is the entire Hydrazorb Limited Warranty. No dealer, installer, or employee may change or add to it.

Contact Us

Hydrazorb Water LLC | 2354 W 850 N, Cedar City, UT 84721
Email: info@everforged.com

Filter Maintenance Log

Date	Filter Brand & Part Number	Where Bought	Changed By