

EFFECTIVE SEPTEMBER 1, 2026

JP's Water Co One-Year Limited Parts and Labor Warranty

A plain-language guide to covered equipment parts, original installation workmanship, exclusions, longer manufacturer coverage, and the claim process.

JP'S COVERAGE

1 year: parts + labor

No charge for approved covered parts, service-call diagnosis, or labor at the original installation address.

AFTER THE FIRST YEAR

Manufacturer coverage may continue

Any longer coverage follows the written manufacturer warranty for the exact make, model, and component.

01 / WHO AND WHAT THIS COVERS

Original residential purchaser and original installation address

This limited warranty is provided by JP's Water Co LLC. It applies to the original residential purchaser at the original installation address and is not transferable unless JP's Water Co agrees in writing. It applies to covered systems sold under agreements dated on or after September 1, 2026.

The customer's signed agreement, invoice, and manufacturer documents for the exact installed equipment are the controlling records. If this statement conflicts with a signed agreement or an applicable manufacturer warranty, the applicable signed agreement or manufacturer document controls.

02 / ONE-YEAR PARTS AND LABOR

Covered equipment defects and original installation workmanship

For one year after the system is installed and placed in service, JP's Water Co will, at no charge for covered parts or labor, repair or replace a covered equipment part supplied by JP's Water Co that fails because of a defect in materials or workmanship and correct a defect in original installation workmanship.

For an approved covered repair at the original installation address, this includes reasonable service-call diagnosis, the covered replacement part, and the labor required to complete the covered repair. JP's Water Co may choose repair or replacement and may use a new, rebuilt, or functionally equivalent part.

ONE FULL YEAR

Coverage begins when the original system is installed and placed in service. The customer must promptly notify JP's Water Co within that one-year period and provide reasonable access for inspection and correction.

03 / COVERAGE BY CATEGORY

What the one-year parts-and-labor promise applies to

A failure must be caused by a covered defect in materials or workmanship, or by a defect in the original installation workmanship. The table below is a coverage guide; the signed agreement and the facts of the claim control.

CATEGORY	DURING JP'S FIRST YEAR	AFTER JP'S FIRST YEAR
Control valves, electronics, and covered system hardware	Covered parts and labor for a qualifying defect	Written manufacturer warranty, if still active
Mineral, media, brine, RO storage, and other covered tanks	Covered parts and labor for a qualifying defect	Written manufacturer warranty, if still active
Reverse-osmosis and UV equipment	Covered parts and labor for a qualifying equipment defect; routine consumables excluded	Written manufacturer warranty, if still active
Original installation workmanship	Covered labor to correct qualifying original workmanship	Not covered by JP's one-year warranty
Salt, chemicals, filters, RO membranes, UV lamps, and depleted or fouled media/resin	Routine consumables and maintenance are not covered	Not covered unless a manufacturer expressly covers a defect

04 / LONGER MANUFACTURER COVERAGE

Some equipment coverage may continue after the first year

A written manufacturer warranty may provide longer coverage for a listed model or component. Manufacturer terms, exclusions, remedies, shipping requirements, and claim decisions control that coverage. JP's Water Co will reasonably assist with a covered manufacturer claim. After JP's first year, labor, diagnosis, travel, removal, shipping, or reinstallation are not included unless the manufacturer or signed agreement expressly provides them.

Repair or replacement does not restart or extend the original JP's Water Co or manufacturer warranty period unless the controlling written warranty says otherwise.

05 / WHAT IS NOT COVERED

Maintenance, normal wear, and damage from outside conditions

- Salt, chemicals, filter cartridges, reverse-osmosis membranes, UV lamps, and treatment media or resin that is normally depleted, consumed, clogged, scaled, or fouled by water conditions.
- Misuse, abuse, neglect, accidents, improper maintenance, or failure to follow operating instructions.
- Damage caused by work, modifications, plumbing, electrical service, or parts not supplied or arranged by JP's Water Co; the exclusion applies only to damage caused by that outside work or part.
- Freezing, flooding, fire, lightning, power surges, utility failure, water hammer, excessive pressure, or other conditions outside published system limits.
- Source-water changes, contaminant levels outside the documented design conditions, preexisting or concealed plumbing or property conditions, and cosmetic changes that do not affect operation.

06 / HOW TO START A CLAIM

Contact an owner and tell us what is happening

01

Contact JP's Water Co

Call or text (850) 788-8855, or email hello@jpswaterco.com, as soon as you notice a problem and before the one-year coverage period ends.

02

Share the basics

Provide the customer name, installation address, approximate installation date, and a clear issue description. Photos or video can help. Proof of purchase may come from your copy or our records.

03

Allow a reasonable inspection

We may reasonably request model, serial, maintenance, photo, or access information needed to identify the failure and determine whether it is covered.

04

Receive the covered remedy

For an approved claim during JP's first year, we will arrange the covered diagnosis, part, and labor without charge. We will identify any non-covered work before it begins.

ACTIVE LEAK?

Shut off the equipment or home water supply if it is safe to do so, protect the property, and contact an emergency plumber when needed. Warranty contact is not a guarantee of 24-hour emergency response.

HELPFUL TO HAVE

Customer name and installation address; approximate installation date or invoice; equipment make, model, and serial number when available; photos or video; and relevant maintenance information.

LEGAL RIGHTS

To the extent permitted by law, JP's Water Co is not responsible under this limited warranty for incidental, indirect, or consequential damages. Some states do not allow limitations on incidental or consequential damages, so that limitation may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state. Rights that cannot legally be waived remain unchanged.

START A CLAIM

Call or text **(850) 788-8855** | Email hello@jpswaterco.com | Visit jpswaterco.com/warranty