

LIMITED WARRANTY

Hydro Series™ Whole-Home Systems, HydroSip™ Reverse Osmosis, and the Sunstorm Promise

Effective for systems installed on or after September 23, 2026. Revision September 2026.

1. Who gives this warranty

This limited warranty is given by Sunstorm Energy, LLC d/b/a Sunstorm Home ("Sunstorm," "we," "us"), 7800 Southland Blvd, Suite 100, Orlando, FL 32809, phone (407) 594-5505, sunstormhome.com.

2. Who is covered

This warranty covers the original purchaser of a Hydro Series system and/or HydroSip reverse osmosis system that was sold and installed by Sunstorm, for the home where it was originally installed.

Transfer to a new owner. If you sell the home, the remaining coverage transfers to the next owner of that home at no charge. The new owner should notify us within 60 days of closing and provide proof of ownership (such as a closing statement or deed) and the installation address. Coverage does not transfer if the system is moved to a different property.

3. Coverage at a glance

What is covered	Coverage period	What we provide
Polyglass reinforced pressure vessel(s), cabinetry and regenerant (brine) tank	10 years	Replacement part
Cross-linked ion-exchange resin	10 years	Replacement resin (see Section 4)
Control valve body and internal valve parts	10 years	Replacement part
Electronic control and bypass valve	10 years	Replacement part
HydroSip RO housings, storage tank, dedicated faucet, valves and fittings	5 years	Replacement part
HydroSip RO membrane and filter cartridges	90 days	Replacement part (defects only)
All other Hydro Series components and parts	1 year	Replacement part
Installation workmanship	5 years	Repair at no charge
Labor and trip charges for covered warranty repairs	3 years	Included at no charge
Soft Water Guarantee	1 year	Adjustment, repair or media upgrade

All coverage periods begin on the date of installation.

4. Hydro Series equipment (HydroOne™ and HydroDuo™)

We warrant the components and parts of your Hydro Series system to be free from defects in materials and workmanship under normal residential use for the periods listed in Section 3.

Pressure vessel, cabinetry and brine tank (10 years). Covers leaks caused by structural failure or a defect in materials or workmanship. Cosmetic changes such as fading, and deterioration caused by sunlight (ultraviolet) exposure, are not covered.

Resin and chlorine pre-treatment (10 years). Chlorine and other oxidizers can break down softener resin. Every Hydro Series system is supplied with catalytic carbon media that reduces chlorine before the water

reaches the resin. In HydroOne, the catalytic carbon is a dedicated media layer inside the treatment vessel; in HydroDuo, it is housed in a separate filtration tank ahead of the softening tank. This catalytic carbon media is the pre-treatment required for the 10-year resin coverage. The 10-year resin coverage remains in effect as long as the catalytic carbon pre-treatment supplied with your system stays in place and is maintained or replaced as recommended in your Owner's Manual. If the pre-treatment is removed, bypassed or not maintained, resin coverage is limited to 1 year from installation, and resin failure caused by chlorine, chloramine or ferrous (clear-water) iron is not covered.

5. HydroSip™ reverse osmosis

Sunstorm warrants the HydroSip system to be free from defects in materials and workmanship under normal residential use as follows:

- **5 years:** filter housings, storage tank, dedicated drinking-water faucet, valves and fittings.
- **90 days:** the reverse osmosis membrane and filter cartridges, against defects only. After 90 days these are routine maintenance items. Their service life depends on your water and use, and replacement at the intervals in your Owner's Manual is your responsibility.

The HydroSip system is designed for use on municipal (utility) water that has been treated to drinking-water standards.

6. The Sunstorm Promise

Because we install and service every system ourselves, we add the following coverage to the equipment warranty at no additional charge.

Installation workmanship (5 years). We warrant the plumbing connections and installation work we perform to be free from defects in workmanship, including leaks at the connections we made. If a covered workmanship defect occurs, we will repair it at no charge for parts or labor.

Warranty labor (3 years). For 3 years from installation, we will perform covered warranty repairs under Sections 4, 5 and 6 at no charge for labor or trip charges. After 3 years, warranty repairs include the replacement part at no charge; labor and trip charges are billed at our standard rates.

Soft Water Guarantee (1 year). After installation, we test the water hardness at a softened indoor fixture. If, during the first year, your treated water tests above 1 grain per gallon (17.1 mg/L as calcium carbonate) at a softened indoor fixture while the system is operating as designed, with salt in the brine tank and the bypass closed, we will adjust, repair or upgrade the system or its media at no charge until it tests at or below 1 grain per gallon. Fixtures intentionally left unsoftened, such as outdoor hose bibs or a dedicated unsoftened kitchen cold line, are excluded. This guarantee assumes a municipal water supply; it does not apply to private wells.

7. Your responsibilities

- Operate and maintain the system as described in your Owner's Manual, including keeping salt in the brine tank and replacing filters, membranes and carbon media at the recommended intervals.
- You may perform routine maintenance yourself or use any qualified service provider. Using another provider or non-Sunstorm parts does not void this warranty; however, damage caused by improper service or by parts that do not meet our specifications is not covered. Please keep records of maintenance.
- Provide reasonable access to the equipment for inspection and repair.
- Contact us promptly after discovering a problem, and in any case before the applicable coverage period ends.

8. What is not covered

This warranty does not cover:

- Damage caused by accident, fire, flood, freezing, lightning, power surges, acts of God, misuse, abuse, neglect or failure to maintain the system as described in your Owner's Manual.
- Damage caused by water pressure, water temperature or water conditions outside the limits in your Owner's Manual, such as private well water, iron, sulfur, bacteria or sediment.
- Damage caused by chlorine, chloramine, ozone or other oxidizers when the catalytic carbon pre-treatment described in Section 4 has been removed, bypassed or not maintained.
- Damage caused by alterations, relocation, repairs or installation work performed by anyone other than Sunstorm, or by parts or accessories that do not meet our specifications.
- Commercial, industrial or other non-residential use.
- Routine maintenance and consumable items, including salt, filter cartridges and membranes beyond the periods stated in Section 5, and replacement carbon media.
- Normal wear and tear, including worn seals, O-rings, spacers and injector screens in the control valve. These are replaceable wear items, not defects.
- Cosmetic damage, including fading or surface wear.
- Existing plumbing, fixtures or appliances in the home that Sunstorm did not install, and problems caused by them.
- Systems whose serial number has been removed or altered.

9. What we will do

If a covered defect occurs during the applicable coverage period, we will, at our option, repair or replace the defective part with a new or remanufactured part of equal or better performance. Replacement parts are warranted for the remainder of the original coverage period. Labor and trip charges are included as described in Section 6. Our obligation under this warranty is limited to this repair or replacement.

10. How to get service

1. Call Sunstorm Home at (407) 594-5505, or use the contact form at sunstormhome.com.
2. Provide your name, installation address, a description of the problem, and your proof of purchase (your Sunstorm invoice or agreement) or, for a subsequent owner, proof of home ownership.
3. We will schedule a visit to diagnose and, if the problem is covered, repair it. Please do not remove, package or ship the equipment yourself, because this can damage it.

11. Limitation of implied warranties

ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE LENGTH OF THE APPLICABLE WRITTEN COVERAGE PERIOD IN SECTION 3. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

12. Limitation of damages

SUNSTORM IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING LOSS OF USE, INCONVENIENCE, OR PROPERTY DAMAGE CAUSED BY WATER LEAKS, ARISING FROM ANY BREACH OF THIS WRITTEN WARRANTY OR ANY IMPLIED WARRANTY. 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. This limitation does not reduce our obligation to repair covered workmanship defects under Section 6.

13. Your legal rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. No employee or representative of Sunstorm may change or add to this warranty unless the change is in writing and signed by an officer of Sunstorm.

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