

**Pinhole Leak**  
**\$1,000.00 PERFORMANCE GUARANTEE**  
**One (1) Year from Date of Installation**

**PURE ELEMENTS WATER, LLC**

Every Pure Elements Water, LLC Chloramine Water System is covered with a **\$1,000.00 Performance Guarantee**, valid for One (1) year from the original date of installation.

Should the Homeowner experience a Pinhole Leak caused by chloramines within the first year of installing Pure Elements' Chloramine System, Pure Elements Water, LLC shall pay Homeowner Fifty (50%) Percent of the insurance deductible or Fifty (50%) Percent of the repair costs up to a total of **\$1,000.00**. Performance Guarantee is valid for one Pinhole Leak occurrence, and applies only if the original pipe can be provided to confirm the leak was caused by chloramines from the inside out [many slab leaks are caused from the outside in due to soil conditions, (insulation or lack thereof) or makeup of cement]. Pure Elements Water LLC shall, at its expense, use an independent laboratory to assess the presence of chloramines. A negative test result validates system performance and confirms the leak was caused by circumstances other than chloramines.

For purposes of this Performance Guarantee, a Pinhole Leak is defined as: A leak caused by chloramines occurring anywhere in a straight piece of copper piping more than Three (3") Inches from the nearest fitting, joint or connection, initiated from the inside out.

**Exceptions (These do not qualify under the Performance Guarantee):**

- Where a foreign object has compromised the pipe wall (Example: Nail, staple, screw).
- At any fitting, joint or connection (Leak site must be at least Three (3") Inches away from any of these).
- Leaks located in the Slab of the Home unless pipe can be presented confirming the leak was caused from the inside out.

**Proof:**

**Insurance Claim:** Homeowner must provide an insurance statement detailing the claim and showing the deductible applied to the claim, and provide the original piece of copper pipe for verification of the Pinhole Leak as defined above.

**Repairs Paid Outside of Insurance:** Homeowner must provide receipts for repairs and provide the original piece of copper pipe for verification of the Pinhole Leak as defined above.

Pinhole Leaks in copper piping can result from factors beyond our control occurring prior to our system installation including, but not limited to: Chemical load, pipe age, wear and tear, past water quality, plumbing, configuration and sizing, quality of copper, temperatures, quality of installation, installation materials (flux, solder), etc.

Notice to initiate payment on this Performance Guarantee shall be given in writing, via US Postal Service, fax or e-mail. A refund check, payable to the Homeowner, will be issued and mailed within 14 working days of approval of claim by Pure Elements Water, LLC, Inc. and/or its appointed representatives.

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