

Pinhole Leak

\$2,000.00 PERFORMANCE GUARANTEE

Two (2) Years from Date of Installation – TOTAL PROPERTY

PURE ELEMENTS WATER, LLC

Every Pure Elements Water, LLC Chloramine Total Property Water System is covered with a **\$2,000.00 Performance Guarantee** valid for Two (2) years from the original date of installation.

In the event the homeowner experiences a Pinhole Leak caused by chloramines within the first two years of installing Pure Elements' Chloramine Total Property Water 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 **\$2,000.00**. Performance Guarantee is valid for one Pinhole Leak occurrence, and applies only if the original pipe can be provided to confirm the Pinhole Leak was caused by chloramines from the inside out.

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.

Slab Leaks:

- Slab leaks have multiple causes including faulty workmanship, solder degradation, abrasion from rough objects due to water hammer/movement, corrosive 'hot soil', physical duress from shifting and settling, solder flux corrosion etc. Leaks located in the Slab of the Home shall be covered under this warranty only if:
 - Pipe is presented confirming the leak was caused from the inside out, or
 - The presence of any chloramines are detected above .01 parts per million (ppm) after treatment through the system. Pure Elements Water, LLC shall, at its expense, contract an independent laboratory to assess the presence of chloramines. A negative test result at detection levels above .01 parts per million (ppm) validates system performance and confirms the leak was caused by circumstances other than chloramines.

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.

Exceptions (These are not covered under the Performance Guarantee):

- Where a foreign object has compromised the pipe wall (Example: Nail, staple, screw, pebble, etc.).
- At any fitting, joint or connection - leak site must be at least three (3") Inches away from any of these.
- Undetected Pinhole Leaks that were active prior to our Chloramines Water System installation, with inspection proving historic mold growth, damage to framing or drywall, etc.

Notice to initiate payment on this Performance Guarantee shall be given in writing, via US Postal Service, fax or e-mail. A 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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