

Namara Limited 5-Year Warranty

Who gives this warranty. Namara Water Technologies, Inc. ("Namara"), 2292 Faraday Ave., Carlsbad, CA 92008.

What is covered. Namara warrants the Namara unit, and everything that comes in its box, against defects in materials and workmanship under normal residential use for 5 years.

Who must install it, and how. This warranty applies only if both of these are true:

1. The unit was installed by a licensed plumber who has completed Namara's certification.
2. The unit was installed according to Namara's installation guide.

When coverage starts. On the installation date recorded when the unit is activated with Namara. If there is no such record, the date on your proof of purchase is used.

Who is covered. The owner of the home where the unit is installed. If the home is sold, this warranty stays with the home and covers the new owner for whatever is left of the 5 years.

What Namara will do.

- **Years 1 to 5:** Namara will provide a replacement unit or replacement parts free of charge.
- **Year 1 only:** Namara will also pay the installer's labor to remove the defective unit and install the replacement.
- **Years 2 to 5:** parts only. Installer labor is not covered.
- **Backup battery:** covered against defects for 1 year from the installation date. Normal loss of battery capacity over time is not a defect and is never covered.

Replacement units and parts may be new or remanufactured and are covered for the rest of the original warranty period.

How to make a claim. Contact Namara first, before calling anyone else. Text Drippy AI or email support@namarawater.ai, and give the unit's serial number. Namara will diagnose the problem, often remotely. If a replacement is needed, Namara arranges the replacement unit and its installation.

What is not covered.

- Installation by anyone who is not a licensed plumber.
- Installation by a licensed plumber who has not completed Namara's certification.
- Installation that doesn't follow Namara's installation guide or local plumbing code, including installation without a pressure-reducing valve (pressure regulator) upstream of the unit.
- Use with hot water or non-potable water.
- Damage from freezing, flood, fire or accident.
- Misuse, or any modification of the unit.
- Normal battery wear and loss of battery capacity.

- Problems caused by Wi-Fi, internet, power or utility outages.
- Cosmetic wear.
- Water damage to the home or its contents. This warranty covers the Namara unit, not the home.

Limits on implied warranties and damages.

- ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE 5-YEAR TERM OF THIS WARRANTY. Some states do not allow limits on how long an implied warranty lasts, so this limitation may not apply to you.
- NAMARA IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING WATER DAMAGE TO THE HOME OR ITS CONTENTS. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation or exclusion may not apply to you.

Your rights. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Getting a copy. These terms are posted at namarawater.ai/warranty. To get a copy another way, email support@namarawater.ai.