

Dear Customer,

Per our discussion recently and your request, attached is the Puronics Limited Lifetime Warranty. You indicated your unit previously had been serviced by Anderson Water. If your unit was serviced by Anderson as indicated, it may be doubtful that the official EPA Registered / NSF Certified filter product, **HYgene®**, was used. If that is the case your unit is likely out of compliance with our manufacturer Limited Lifetime Warranty. When you have your unit serviced with official **HYgene®** you will restore your unit to compliance in accordance with our attached Limited Lifetime Warranty.

As we discussed, Anderson Water is no longer a Puronics Authorized Dealer. As such, Anderson has no access to Puronics **HYgene®** which is the **ONLY** authorized Bacteriostatic **HYgene®** that is **EPA** registered specifically for only the products we manufacture. Our Puronics **HYgene®** was developed with **NASA** engineers /scientists in 1981 and has been used in our residential units since then. Puronics **HYgene®** **MUST** be used to retain our manufacturers limited lifetime warranty of your unit. We currently have a new dealer in the Rochester area that can insure that your manufacturers limited lifetime warranty stays in effect by using Puronics **HYgene®**. Our official Puronics **HYgene®** is clearly marked with the Ionics brand and in blue foil packets that are brought into the customers home during service. Any other product is clearly not our **EPA** approved product and using other materials will void the Puronics Manufacturer limited lifetime warranty.

Additionally I am attaching our current Owners Manual as well as the letter that we sent to customers, on record with us, that indicated that Anderson Water is no longer an authorized Puronics dealer.

Our servicing dealer in Rochester is:

Northeast Water Systems
Dan Halling – contact person (owner)
2338 W. Kendall Rd.
Kendall, NY 14476
P: 585.943.9225
northeastws@rochester.rr.com