



TRUE SUBMETER

Water Submetering Solutions

TRUE SUBMETER, LLC

LIFETIME LIMITED WARRANTY

Warranty Coverage

True Submeter, LLC ("True Submeter") warrants that its products will be free from defects in materials and workmanship for the lifetime of the product, provided that all warranty conditions are continuously met.

This Lifetime Limited Warranty is valid only while the Purchaser maintains an active and current monitoring subscription with True Submeter. Monitoring subscription is billed at \$6.90 per unit per month, with a minimum subscription of two (2) units. (True Submeter has the discretion of increasing this subscription amount as deemed fit).

This warranty automatically terminates if:

1. Monitoring services with True Submeter are cancelled, suspended, or become delinquent for any reason;
2. The product is removed, relocated, modified, or serviced by anyone other than True Submeter or an authorized representative;
3. The product is installed incorrectly or damaged during installation;
4. The product is used outside its intended application or operating conditions.

Reinstatement of monitoring services does not reinstate a voided warranty.

Warranty Process

If a product is believed to be defective, the Purchaser must first obtain a Returned Material Authorization (RMA) number from True Submeter. RMAs must be requested prior to returning any product.

- All returns must include the issued RMA number.
- Unless otherwise specified on the RMA, the entire assembly must be returned for evaluation.
- Products returned without an RMA will be rejected.

Upon receipt, True Submeter will inspect the product within 1–3 business days.

If the defect is determined to be covered under this warranty and all warranty conditions are satisfied, True Submeter will, at its sole discretion, repair or replace the product.

If damage is determined to be caused by the Purchaser or is otherwise excluded, repairs will not be performed without written approval and a purchase order.

Claim Timing

Any claim under this warranty must be submitted within thirty (30) days of discovery of the alleged defect.

The Purchaser is responsible for inspecting products upon delivery and filing any shipping damage claims with the carrier. Improper packaging of returned products voids warranty coverage for transit damage.

Scope and Limitations

- True Submeter's total liability under this warranty shall never exceed the original purchase price of the product.



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- Labor is not covered by True Submeter for initial or replacement installation

Not Covered

This warranty does not cover:

- Acts of God (fire, flood, lightning, power surges, etc.)
- Misuse, abuse, negligence, or accidental damage
- Unauthorized modification or repair
- Damage resulting from removal or reinstallation
- Failures caused by environmental conditions outside product specifications

Monitoring Services & Data Disclaimer

Payment of the monitoring service fee covers cellular transmission, data collection, and access to the online monitoring platform only.

The website, database, and transmitted data are provided "as-is", without warranty of availability, accuracy, or continuity. Use of the monitoring platform is at the user's own risk.

Limitation of Liability

THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

IN NO EVENT SHALL TRUE SUBMETER BE LIABLE FOR:

- INDIRECT, INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES
- LOSS OF USE, DATA, PROFITS, REVENUE, OR BUSINESS OPPORTUNITY
- INSTALLATION, REMOVAL, DOWNTIME, OR REAPPLICATION COSTS
- PROPERTY DAMAGE OR PERSONAL INJURY ARISING FROM USE OR INABILITY TO USE THE PRODUCT

Some states do not allow limitations on incidental or consequential damages, so portions of this limitation may not apply.

User Responsibility Warning

The Purchaser is solely responsible for determining whether the product is suitable for the intended application. Due to varying operating conditions, True Submeter makes no guarantees regarding performance in specific applications.

True Submeter will assume acceptance of warranty terms and conditions with the purchase of equipment.