Flat Rate Water Softeners

Terms & Conditions

Revision 1.1 | Effective October 29, 2026

1. Product Warranty & Warranty Resolution Policy

Manufacturer Warranties

Each water treatment product sold by Flat Rate Water Softeners is warranted by its respective manufacturer. A physical copy of the manufacturer's warranty is provided at the time of installation. All applicable manufacturer warranty terms, conditions, limitations, and exclusions apply.

Warranty coverage and duration vary by product. Any warranty specifically identified in a product description or on your purchase receipt applies only to that product.

Five-Year Parts & Labor Warranty

In addition to the manufacturer's warranty, Flat Rate Water Softeners provides a separate 5-year parts and labor warranty on water softeners, beginning on the original installation date.

This warranty is subject to the applicable manufacturer's warranty terms, conditions, limitations, and exclusions.

Optional Extended Parts & Labor Warranty

Customers may purchase an extended warranty that increases their Flat Rate Water Softeners parts and labor coverage on their water softener system to a total of 10, 15, or 20 years from the original installation date, as selected and shown on their purchase receipt.

This coverage is provided by Flat Rate Water Softeners in addition to any applicable manufacturer warranties. During the selected coverage period, Flat Rate Water Softeners will provide the parts and labor necessary to resolve covered water softener failures, subject to the applicable warranty terms, conditions, limitations, and exclusions.

When a replacement part qualifies for coverage under the manufacturer’s warranty, Flat Rate Water Softeners will coordinate obtaining that part from the manufacturer and provide the covered installation labor.

Other products and accessories purchased with the water softener—including reverse osmosis systems, filtration equipment, and salt monitors—retain their standard warranties. Their coverage is not extended by this upgrade.

Reverse Osmosis Warranty

Reverse osmosis drinking water systems include a 3-year warranty, subject to the applicable warranty terms, conditions, limitations, and exclusions.

Warranty Duration Guarantee

Because manufacturer warranties may vary or change over time, Flat Rate Water Softeners will honor the warranty duration stated on your original purchase receipt if it exceeds the duration specified in the manufacturer's warranty documentation.

Any additional coverage necessary to fulfill the warranty duration stated on your receipt will be provided by Flat Rate Water Softeners at our expense, subject to the manufacturer's original warranty terms, conditions, limitations, and exclusions.

Limited Lifetime Warranty

Where specifically provided, the limited lifetime warranty covers major components of your water softener and provides replacement parts only. Service calls, labor, and diagnostic charges are not covered under the limited lifetime warranty.

Flat Rate Water Softeners will honor the limited lifetime warranty under the manufacturer's applicable terms, conditions, limitations, and exclusions, with the following additional requirements:

- Original owner: Coverage applies only to the original purchaser.

- Primary residence: The original purchaser must continue to own and occupy the property as their full-time primary residence.

- Rental properties: Rental properties are excluded from Flat Rate Water Softeners' limited lifetime warranty coverage.

- Nontransferable: Coverage cannot be transferred to subsequent property owners, tenants, or other individuals.

Warranty Replacement Parts

Warranty replacement parts must be obtained directly through Flat Rate Water Softeners or with our prior written authorization.

When a component is determined to be defective and qualifies for warranty coverage, Flat Rate Water Softeners will provide the appropriate replacement part at no charge, subject to the applicable warranty terms.

The defective component must be returned to Flat Rate Water Softeners in exchange for the replacement part, unless otherwise authorized.

Parts purchased or replaced independently by customers or third-party service providers without prior written authorization are not eligible for reimbursement under this warranty procedure. Flat Rate Water Softeners is not responsible for unauthorized third-party repair charges or independently established parts pricing. This provision does not eliminate any warranty rights protected by applicable law.

Product Maintenance & Operating Conditions

Customers are responsible for maintaining their equipment in accordance with the manufacturer's recommendations, including replacing filters at the recommended intervals.

Damage resulting from improper maintenance, neglect, or operating conditions excluded by the manufacturer's warranty, including excessive water pressure, freezing, or contaminated water, is subject to the manufacturer's warranty exclusions.

Warranty Service & Equipment Access

Customers requesting warranty service should contact Flat Rate Water Softeners to arrange for diagnosis and resolution of the issue.

Customers are responsible for providing reasonable, clear access to equipment requiring warranty inspection, service, or repair.

All other warranty terms, limitations, and exclusions are governed by the applicable manufacturer's warranty, except where additional coverage is expressly provided by Flat Rate Water Softeners.

This warranty does not limit or alter any rights you may have under applicable state law.

2. Order Cancellations & Refunds

Customer-Initiated Cancellations

If a customer voluntarily chooses to cancel an order after completing their purchase, an $89 cancellation fee will apply.

The remaining purchase amount will be refunded to the customer.

Installation Feasibility & Safety

If Flat Rate Water Softeners determines after purchase that the selected equipment cannot be properly or safely installed due to existing plumbing conditions, system incompatibility, or conditions that could compromise the safety of the home or its occupants, a full refund of the entire purchase price will be issued, with no cancellation fee.

Final Order Review

All orders are subject to final review and approval by Flat Rate Water Softeners. We reserve the right to decline or cancel any order at our discretion, subject to applicable law.

Fraudulent or Unauthorized Purchases

Flat Rate Water Softeners reserves the right to cancel orders involving suspected fraud, unauthorized payment methods, or purchases made by unauthorized third parties.

Third-party purchases are not permitted without prior written authorization from Flat Rate Water Softeners. We may request identification or other reasonable documentation to verify the purchaser's identity, payment authorization, and ownership of the property where installation is requested.

Where an order is canceled due to suspected fraud or an unauthorized third-party purchase, refunds and any applicable cancellation fees will be handled in accordance with state and federal law, including applicable payment-card dispute protections. An $89 cancellation fee may be retained where legally permitted.

Refund Processing

Approved refunds will be issued to the original payment method whenever possible.

Customer-Provided Information & Pricing Accuracy

Customers are responsible for providing accurate and complete information regarding their home, existing plumbing, and installation requirements when placing an order.

All quoted prices are based on the information provided by the customer. If an onsite inspection reveals conditions that differ materially from those described, Flat Rate Water Softeners reserves the right to revise the installation price or decline the installation.

Any additional charges will be disclosed to the customer for approval before work proceeds.

If the customer declines the revised price, the order may be canceled and a refund issued. If the customer knowingly provided inaccurate or misleading information that resulted in the cancellation, the $89 cancellation fee will be deducted from the refund.

If Flat Rate Water Softeners determines that an installation cannot be safely or properly completed due to conditions outside the customer's control, a full refund will be issued without a cancellation fee.

3. Ongoing Maintenance & Recommended Service Intervals

Proper maintenance helps ensure your water treatment equipment continues to operate efficiently and provides years of reliable service. The following guidelines outline typical maintenance requirements for systems installed by Flat Rate Water Softeners.

Water Softeners

Routine maintenance: Generally not required, other than keeping the salt tank adequately filled.

In areas with elevated iron levels, we recommend an annual resin-cleaning treatment to remove accumulated iron deposits. Without periodic treatment, iron buildup can damage the softener resin and reduce the system's effectiveness and lifespan.

Whole-Home Carbon Block Filters

Recommended replacement: Every 12 months.

Whole-home carbon block systems use replaceable cartridge-style filters. These cartridges should be replaced annually to maintain effective filtration and water flow.

Whole-Home Backwashing Carbon Filtration Systems

Recommended media replacement: Approximately every 5 years.

Backwashing carbon filtration systems use a tank containing activated carbon media. These systems typically operate for approximately five years before the carbon media needs replacement. Actual media life may vary depending on water quality and household usage.

Reverse Osmosis Drinking Water Systems

Recommended filter replacement: Every 12 months, including the RO membrane.

Flat Rate Water Softeners recommends replacing the complete reverse osmosis filter set annually to maintain water quality and ensure reliable system performance.

Although some filters and membranes may have a longer expected service life, replacing the complete set once a year is an affordable, proactive approach to maintaining your drinking water system.

General Maintenance Recommendations

These intervals are general recommendations. Actual maintenance needs may vary depending on water quality, usage, and equipment specifications. Always follow the manufacturer's maintenance instructions when they require more frequent service.

Recommended Water Softener Salt

For routine use, we recommend pelletized water softener salt, commonly sold in yellow bags. Pelletized salt is generally cleaner and contains fewer impurities than traditional rock salt, helping reduce residue in your salt tank and keep your system operating smoothly.

If pelletized salt is unavailable, water softener rock salt, commonly sold in blue bags, may be used temporarily.

Extended Non-Use & Bypass

If you no longer want softened water, you may leave the system in normal service and allow the salt supply to run out. Before placing the system in bypass for an extended period or leaving the property unoccupied, contact Flat Rate Water Softeners for guidance specific to your equipment.

4. Quote Validity & Price Guarantee

Quoted pricing is valid for 72 hours from quote creation. Your price is locked in and guaranteed only when your invoice is paid in full or, where applicable, the required deposit is paid within that period. Accepting a quote alone does not lock in pricing.

After the quote expires, pricing, discounts, promotions, and free gift availability may change. The price guarantee remains subject to the accuracy of the installation information provided. Any additional work resulting from materially different conditions will be presented for your approval before proceeding.

5. Installation Scheduling & Rescheduling

Installation Scheduling

Our goal is to install your new system within three business days after receiving full payment or, where applicable, your required deposit. This is a scheduling goal rather than a guaranteed installation deadline.

Each system is custom-built for your order. We’re also human - vehicles occasionally break down, team members get sick, and yes, sometimes we even take a vacation. We appreciate your patience while we prepare your equipment and arrange your installation. We’ll contact you to confirm your appointment and keep you informed if scheduling changes.

Rescheduling Your Installation

If you have paid your deposit or paid in full and need to reschedule, simply contact Flat Rate Water Softeners to arrange a different installation day and time.

If we need to reschedule your installation, we’ll contact you to arrange a new appointment.