

BWT Pearlwater– CARE PLUS™ Warranty and Care Plan

Terms & Conditions

Last updated: April 2026

1. Definitions

“BWT”, “we”, “us”, “our”

BWT UK Limited, BWT House, Coronation Road, High Wycombe, Buckinghamshire, HP12 3SU.

“The Plan” / “Care Plus™”

The One Pipe Power – CARE PLUS™ Warranty and Care described within these Terms & Conditions.

“Customer”, “you”, “your”

The homeowner or authorised person taking out the plan for a qualifying BWT system.

“System”

A qualifying BWT domestic water softener and/or drinking water system installed in a UK domestic property. Subject to the terms and conditions herein

“Engineer”

A BWT employed engineer or an authorised BWT partner.

2. Eligibility for the Plan

2.1 The CARE PLUS™ Warranty and Care Plan plan is available exclusively for qualifying BWT domestic water softeners and related drinking water systems bought, installed and commissioned in the United Kingdom.

2.2 The plan must be activated within 90 days of installation or commissioning.

2.3 The Customer must be able to provide proof of purchase or commissioning if requested.

2.4 To maintain eligibility, a valid **Direct Debit** must remain in place for the duration of the plan.

3. Term of the Plan

3.1 The plan begins on the date BWT confirms activation following successful Direct Debit setup.

3.2 The plan renews automatically each month unless cancelled under Section 10.

3.3 The plan continues for a maximum of **15 years** from the original installation date of the system.

4. Services Included in the Plan

4.1 Commissioning

4.1.1 A free commissioning visit is included if requested within 3 months of installation or at the time of installation

4.1.2 Commissioning ensures the system is set correctly for local water conditions and household needs.

4.2 Biennial Service

4.2.1 A BWT engineer's visit every **two years** is provided to maintain optimal performance and protect warranty status.

4.2.2 BWT will contact the Customer to arrange appointments; appointments must be accepted within reasonable time. Failure to comply could invalidate any future warranty claim under the plan

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4.3 Technical Support

4.3.1 Telephone and email support from BWT's Technical & Customer Service team.

4.4 Pearlwater Mineralizer Cartridge Replacement

4.4.1 One replacement Pearlwater mineraliser cartridge is included every 12 months

4.4.2 Additional cartridges are available for purchase if required due to consumption > 3,000 litres.

4.5 Maintaining Your 15-Year Warranty

4.5.1 Qualifying Pearlwater systems benefit from a 15 Year BWT Warranty from the original installation date.

4.5.2 To maintain your warranty cover, the Pearlwater mineraliser cartridge must be replaced every 12 months, and the water softener must receive a BWT service at least once every two years.

4.5.3 Servicing may be provided through the CARE PLUS™ plan or through individual chargeable service visits arranged directly with BWT.

4.5.4 CARE PLUS™ provides the simplest and most convenient way to maintain your 15-Year Warranty, although customers may also choose to arrange the required filter replacements and biennial servicing independently with BWT.

4.5.5 Records of servicing and filter replacement may be requested to support any warranty claim.

4.5.6 Failure to complete the required filter replacement or biennial service may result in suspension or termination of your 15-year warranty cover.

5. Extended Warranty Provided Under the Plan

5.1 Coverage

While the plan remains active, and the service schedule and payments are up to date, the following are covered:

- Full parts and labour for the BWT water softener
- Full parts and labour for the BWT drinking water system
- Replacement components where required
- Software or control system updates where applicable

5.2 Exclusions

The plan does **not** cover:

- Misuse, neglect, improper installation or unauthorised alterations
- Accidental or intentional damage
- External plumbing beyond the supplied BWT system

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- Damage caused by flooding, fire, freezing, lime scale ingress due to interruptions in salt supply, or any non-system related issues
- Consumables other than the annual drinking water filter
- Damage caused by **poor quality salt**, including salt not meeting high-purity **dried vacuum salt (DVS)** standards
- Third-party components not supplied or approved by BWT

5.3 Spare Parts Availability

Where original components are no longer available, BWT may supply a comparable alternative of equal or improved specification.

5.4 Commercial Use

Systems used for commercial purposes are not eligible.

6. Customer Responsibilities

To maintain cover under the plan, the Customer must:

- Use only **high-purity dried vacuum salt (DVS)** in the system
- Ensure reasonable access for engineers
- Follow BWT's user guidance for system operation
- Maintain safe installation conditions (e.g., no immersion in water, no tampering)
- Report issues to BWT in a timely manner
- Keep Direct Debit payments active

Failure to meet responsibilities may suspend or invalidate cover.

7. Replacement Discount Programme

7.1 The Customer receives a 6% annual loyalty discount, up to a maximum of 60%, towards a future replacement softener; any such discount shall be applied to the list price in force at the time of purchase and shall only be available provided the plan has not been cancelled and all monies due have been paid in full..

7.2 The discount applies only to BWT replacement softeners of a similar type/size unless mutually agreed otherwise.

7.3 BWT will provide free swap-over installation for a like-for-like replacement.
Additional plumbing outside the scope of removal/installation is chargeable.

7.4 All replaced units shall be collected by BWT and treated in accordance with the applicable WEEE Regulations, including the recovery of recyclable components and the compliant disposal of residual materials

8. Charges and Payments

8.1 Monthly payments are made by Direct Debit.

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8.2 BWT may review charges annually and will give at least **30 days' notice** of any changes.

8.3 Missed payments may result in suspension or cancellation of the plan.

9. Access and Safety

9.1 The Customer is responsible for ensuring safe access and working space for BWT engineers.

9.2 If an engineer cannot access the system or the appointment is missed without prior notice, a call-out charge may apply.

10. Cancellation

10.1 The Customer may cancel the plan at any time with 30 days' written notice.

10.2 Payments already made are non-refundable.

10.3 Once cancelled, the plan cannot be reinstated, and all benefits (warranty, discount, services) end immediately.

10.4 BWT may cancel the plan with 30 days' notice if:

- The system becomes unsafe
- Parts are no longer reasonably available
- Payments repeatedly fail
- Access is repeatedly denied
- Fraud or misuse is identified

11. Limitation of Liability

11.1 BWT is not liable for:

- Consequential losses such as property damage
- Losses arising from delayed appointments where the delay was outside BWT's reasonable control
- The water from the Pearlwater mineralizer cartridge is highly mineralized and should not be heated/boiled any damage resulting from this is not covered.
- Damage caused by limescale through customer misuse. Including but not limited to where the customer has not maintained salt levels or used the incorrect salt.

11.2 Nothing in these Terms & Conditions limits BWT's liability for death or personal injury caused by negligence.

12. Data Protection

12.1 Customer data is handled in accordance with BWT UK's Privacy Policy.

12.2 Information may be shared with approved service partners solely for fulfilling the plan.

13. General Terms

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13.1 The Plan may be transferred to a subsequent householder only with the prior written consent of BWT UK, provided that all payments under the Plan remain uninterrupted and in full.

13.2 The System and associated plan may be relocated to alternative premises occupied by the Customer only with the prior written consent of BWT UK and may be subject to an agreed reinstallation and/or commissioning charge.

13.3 BWT may update these Terms & Conditions from time to time. The Customer will be notified of material changes.

13.4 These Terms & Conditions do not affect your statutory rights.

13.5 These Terms are governed by the laws of England & Wales.