

# Product Bulletin

**Bulletin No.:** 10232024

**Date:** October 23, 2024

**Subject:** Copper Adaptors - Groove



## What's Happening?

We have been informed that some 1" copper adaptors included in the parts bags with EcoWater water softeners may have minor surface imperfections, such as a scratch or groove on the outer sidewall of the pipe. In some cases, these imperfections could potentially contribute to a leak during installation.

## What Do We Know?

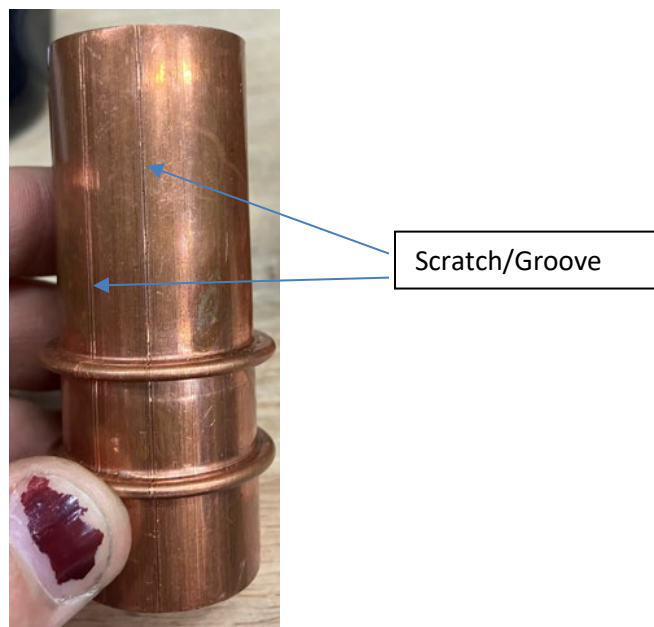
As part of our commitment to product quality, we have conducted a thorough inspection of 100% of our copper fittings in both parts bags and finished goods at our facility. Our findings indicate that a limited number of fittings with these surface imperfections may have entered the market before this inspection process was completed. Based on our review, less than 20% of the fittings inspected had noticeable imperfections. To the best of our knowledge this issue has only been in products produced within the last 8 weeks.

## What Should You Do?

We recommend that before installing your water softener, you carefully inspect the copper fittings for any visible scratches or grooves. If you find any imperfections that cause concern, please submit a warranty claim.

## How We Can Help

If a scratch or groove is present on a fitting, and you believe it could affect the installation, we will replace the affected part at no cost. Please follow the warranty process to receive your replacement.



**Questions?** Please contact EcoWater Technical Support at **1-800-627-3497**.