

## H2O International Directive

19 November 2018

### Use of GAC & KDF Cartridges and Media

The integrity of the H2O International brand is **paramount** to the ongoing success of the organisation.

Every partner in the business is obliged to uphold the values and integrity of the brand, and any deviance from H2O International quality exposes the entire organisation to reputational damage.

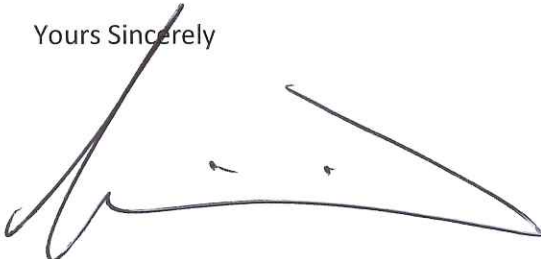
**Our commitment to quality is essential to ensuring the health and well-being of our customers and protecting the value of the investment they make in both their health, homes and offices.**

With this in mind, and following research and testing of our own products, as well as competitor products, the following Directive is being issued with immediate effect.

1. Use/Sale/Promotion of non-genuine H2O International GAC/KDF cartridges of any size or dimension is **forbidden**.
2. **All loose Granular Activated Carbon and KDF** used in the assembly of Whole House/commercial systems should preferably be purchased from H2O International S.A. : Where it is necessary to source an alternate supplier , the following steps must be adhered to:
  - I. GAC or /and KDF needs to be approved by H2O Technical manager, prior to installation.
  - II. The Franchisee is responsible for obtaining a signed Data Sheet from the supplier; which will ensure that the product meets H2O International standards and is genuine.
  - III. The Franchisee will need to obtain the COA (Certificate of Assurance) and COO (Certificate of Origin) before purchasing KDF and or GAC from alternative suppliers.
  - IV. Assembly / repacking guidelines which can be found on the H2O-OnLine Portal must be strictly followed.

Franchisees found to be acting outside of the parameters of this directive will be considered in Breach of the Franchise Agreement.

Yours Sincerely



Tony Marchesini

Franchisor