**Pool Equipment Warranty Overview**

**Introduction**

When purchasing pool equipment, it is essential to understand the warranty terms that come with each product. A warranty acts as a safeguard for pool owners, ensuring that any manufacturing defects or malfunctions are covered within a specific time frame. This document provides an overview of typical pool equipment warranties, key elements to consider, and tips on how to make the most of your warranty.

### **Types of Pool Equipment Warranties**

Pool equipment warranties can vary depending on the manufacturer and the type of product. Common pool equipment includes pumps, filters, heaters, chlorinators, and automated cleaning systems. Below are the primary types of warranties typically offered:

1. **Limited Warranty**This is the most common type of warranty for pool equipment. It typically covers defects in materials or workmanship for a specified period. However, the warranty may only cover parts and not labor, and it may exclude certain conditions like misuse or neglect.
2. **Full Warranty**A full warranty offers more extensive coverage, often covering both parts and labor for a set period. However, there may still be limitations such as geographic restrictions or requirements for regular maintenance.
3. **Pro-Rated Warranty**Pro-rated warranties cover a portion of the repair or replacement costs based on the age of the equipment. For instance, if a pool pump breaks down in the third year of a five-year warranty, the manufacturer may only cover part of the cost, with the pool owner responsible for a portion of the repair or replacement price.
4. **Extended Warranty**Some manufacturers or retailers offer extended warranties, which are purchased in addition to the standard warranty. These warranties can offer an additional period of protection, sometimes covering repairs, replacements, and labor costs beyond the initial warranty period.
5. **Lifetime Warranty**A lifetime warranty typically provides coverage for the lifetime of the product. However, "lifetime" can be defined differently by various manufacturers and might refer to a specific time frame, such as 10-15 years, or the useful life of the product.

### **Key Warranty Terms and Conditions**

When reviewing the warranty for your pool equipment, be sure to look out for the following key elements:

1. **Coverage Period**The length of the warranty is one of the most critical factors. Make sure you are aware of how long the coverage lasts and whether it applies to both parts and labor or only to certain components.
2. **Exclusions and Limitations**Manufacturers often include specific exclusions in their warranties. Common exclusions are damage caused by improper installation, neglect, unauthorized repairs, or use of the equipment in harsh conditions. Ensure you understand what’s covered and what’s not.
3. **Transferability**Some warranties are transferable if the pool equipment is sold to another party. This can be beneficial for resale purposes. Verify whether the warranty can be transferred and if there are any associated fees or requirements.
4. **Registration Requirements**Some manufacturers may require you to register your product after purchase to activate the warranty. Ensure that you complete any necessary forms or online registrations promptly after buying the equipment.
5. **Maintenance Requirements**To keep the warranty valid, certain equipment may require regular maintenance or service. Check for any required maintenance procedures (e.g., regular cleaning, inspections) and keep records of maintenance work done.
6. **Claims Process**Understand how to file a warranty claim. The process typically involves contacting the manufacturer or authorized service provider, providing proof of purchase, and demonstrating the issue. Some manufacturers may require the equipment to be inspected before they approve a claim.

### **How to Maximize Your Pool Equipment Warranty**

1. **Follow the Manufacturer’s Instructions**Always follow the manufacturer's guidelines for installation, maintenance, and use. This will help prevent damage and ensure that the equipment operates as expected.
2. **Keep Documentation**Retain your receipts, proof of purchase, and any service records. These documents will be essential if you need to file a warranty claim in the future.
3. **Perform Regular Maintenance**Adhere to the recommended maintenance schedule, including tasks like cleaning filters, checking pool pump performance, and ensuring the water chemistry is balanced. Regular maintenance can prolong the life of your equipment and help you avoid issues that may void the warranty.
4. **Register Your Product**If required, register your product right after purchase to activate your warranty. This ensures that you are covered from day one.
5. **Know Your Warranty Periods**Be aware of the length of coverage for different components of your pool equipment. For example, a pool pump may have a 3-year full warranty, while other parts like the motor might only be covered for 1 year.

### **Common Pool Equipment Covered by Warranties**

* **Pool Pumps**Pumps typically come with warranties ranging from 1 to 3 years, with some offering extended coverage for the motor.
* **Pool Heaters**Warranties for pool heaters can range from 2 to 10 years, with some manufacturers offering lifetime warranties for certain heater components.
* **Pool Filters**Filtration systems usually come with warranties lasting 1 to 5 years. Some filter media, like sand, may have a different warranty period.
* **Chlorinators**Salt chlorine generators and other chlorinators may come with warranties ranging from 2 to 5 years, depending on the brand and model.
* **Automatic Pool Cleaners**Pool cleaners often come with warranties of 1 to 3 years, with coverage that typically includes parts but not labor.

### **Conclusion**

Understanding the details of your pool equipment warranty is critical to ensuring that your investment is protected. By familiarizing yourself with the terms, exclusions, and maintenance requirements, you can ensure that your equipment lasts as long as possible. Always keep the necessary documentation, and don't hesitate to contact the manufacturer for clarification if needed.

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**Pool Product Warranty Information**

**Three-Year Bundle Warranty Program**

Installation of qualifying bundled equipment extends your standard warranty to **three years for all qualifying Pentair products** on the same installation. The more Pentair, the more coverage.

Qualifying bundled equipment is defined as purchases and qualified installations of a **Pump, Filter**, and at least one additional eligible product. Eligible additional products include the following:

**Heaters, Heat Pumps, Automation Control Systems, Cleaners, Booster Pumps, Lighting, Salt Chlorine Generators, and UV Systems.**

Three-year bundle warranty includes **parts and labor** coverage.

**Three-Year Bundle Warranty Program Terms and Conditions:**Three (3) year coverage includes parts and labor for all whole goods. Consumable items limited to one (1) year coverage.

Qualifying equipment must be on a single invoice and installed at same residential property.

A copy of the bill of sale must be included with registration to qualify.Does not apply to products purchased from the internet or online resellers.

The products must be purchased from a brick-and-mortar retailer, pool builder, or pool service professional in order to qualify for the bundled warranty.

This warranty extension is void where prohibited.

Pentair reserves the right to modify, amend, or terminate this program without prior notice.

**Standard Warranty – 1 Year Minimum**

Inground products purchased from a retail store (brick & mortar), pool builder, or pool service company receive a minimum of one-year parts and labor warranty when professionally installed.

See product warranties section below for standard warranty coverage duration by product, professional installation exceptions, and labor exclusions.

Product requiring professional installation but not professionally installed receives a **one-year parts-only** warranty.

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#### **E-Commerce Warranty – 1 Year Minimum – Parts Only**

**Labor Coverage:** Standard warranty and three-year bundle warranty include parts and labor unless noted as a “parts only” warranty in the table below. Labor is not covered for Above Ground Systems, internet purchases, maintenance equipment, in-floor systems, or purchased replacement parts. Products professionally installed on Above Ground Pools (excluding Above Ground Systems) are eligible for labor. Labor costs are only covered in the United States, Puerto Rico, and Canada.

**Warranty start date** begins on the date of equipment installation.



## **WARRANTY INFORMATION**

HAYWARD OFFERS 3 TYPES OF WARRANTY COVERAGE: EXPERT LINE WARRANTY, TOTALLY HAYWARD WARRANTY, AND OPEN LINE WARRANTY.

##### **EXPERT LINE WARRANTY**

Expert Line products are approved for sale only via brick-and-mortar locations. They qualify for Parts and Labor coverage.

##### **TOTALLY HAYWARD WARRANTY**

Totally Hayward dealers can offer extended warranty coverage to customers who purchase one or more Expert Line products.

##### **OPEN LINE WARRANTY**

Open Line products are approved for sale online and via brick-and-mortar locations. This includes W3 Model #s, Replacement Parts, White Goods, and Accessories. Warranty coverage for Open Line In-Ground products does not increase when sold via brick-and-mortar location, sold by a Totally Hayward dealer, or installed by a professional.



