



## **Heater Limited Extended Warranty Terms and Conditions**

### **Scope of Warranty:**

We commit to replacing parts during the extended warranty period if it fails under normal use without the coverage of repair. This warranty covers only the remaining duration of the extended warranty period.

### **Effective Date:**

The limited extended warranty comes into effect on the date the original manufacturer's warranty expires.

### **Labour and Shipping Costs:**

Our limited extended warranty does not cover any travel time or labor costs associated with the determination of a defect, diagnostics, or repair.

### **Warranty Exclusions:**

Our limited extended warranty shall not apply if:

- The heater has been relocated from its original place of installation, or if the original owner no longer owns the property where the original installation took place.
- The heater is not properly installed in a pool in accordance with applicable legal codes and ordinances, good trade practices, and the manufacturer's installation instructions.
- The heater is modified in any way, or if non-factory authorized accessories or other components are used in conjunction with the filter.
- Damage, malfunctions, or failures result from abuse, acts of nature, accidents, fires, floods, freezes, lightning, or similar events.
- Damage, malfunctions, or failures result from connected system control devices.
- Performance problems arise from improper sizing of the heater or electric service voltage, wiring or fusing.
- Damage, malfunctions, or failures result from misuse or neglect, including but not limited to freeze-ups.
- Winter Disclaimer: The warranty does not cover damage due to improper winterization or seasonal damage. Users are advised to adhere to all manufacturer-specified instructions for proper winterization of the heater.

### **Natural Gas/Propane Heater Exclusions:**

- Chemical damage due to improper water maintenance. Water tests are required every 2 weeks for the extended warranty to be valid.

- Improper installation, requiring a valid invoice/installation receipt from a licensed HVAC technician and electrician.
- Improper installation due to plumbing errors causing high levels of back pressure. A check valve is required.
- If a bypass is installed, a PRV (pressure release valve) must also be installed on the heater.

#### **Heat Pump Exclusions:**

- Chemical damage due to improper water maintenance. Water tests are required every 2 weeks for the extended warranty to be valid.
- Improper installation, requiring a valid invoice/installation receipt from a licensed electrician.
- Improper installation due to plumbing errors causing high levels of back pressure. A check valve is required.
- If a bypass is installed, a PRV (pressure release valve) must also be installed.

#### **Electric Heater Exclusions:**

- Chemical damage due to improper water maintenance. Water tests are required every 2 weeks for the extended warranty to be valid.
- Improper installation, requiring a valid invoice/installation receipt from a licensed electrician.
- Improper installation due to plumbing errors causing high levels of back pressure. A check valve is required.
- If a bypass is installed, a PRV (pressure release valve) must also be installed.
- K-Star heaters require a bypass to be installed. Failure to install a bypass will void this extended warranty.

By accepting this limited extended warranty, you agree to abide by its terms and conditions. This warranty constitutes the entire agreement between the parties and supersedes all prior agreements or understandings, whether written or oral, relating to the subject matter herein.

#### **How to Submit a Warranty Claim:**

To submit a warranty claim, please go to [www.poolsuppliescanada.ca](http://www.poolsuppliescanada.ca) and click on Contact Us to fill out our webform.

Please note that the following information may be requested for your warranty claim: proof of installation (if applicable for electrical and/or HVAC), photos/videos of the issue, description of the issue and trouble shooting attempted, water tests [if applicable (completed by a water testing facility)], diagnostic report from a certified technician describing the issue and what parts are needed to repair.