



Filter 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 filter 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 filter is not properly installed in accordance with applicable legal codes and ordinances, good trade practices, and the manufacturer's installation instructions.
- The filter 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 filter 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 filter.

Sand Filter Exclusions:

- Insufficient or excessive sand quantity.
- Pressure buildup or improper cleaning/maintenance.
- Improper use of filter media (compliance with manufacturer specifications required).

- Misuse of the valve head (failure to turn off the pump before changing valve head position).

Cartridge Filter Exclusions:

- Incorrect cartridge size or improper installation of replacement cartridges.
- Pressure buildup or improper cleaning/maintenance.

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 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.