



Pump 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 pump has been relocated from its original place of installation, or if the original owner no longer owns the property where original installation took place.
- The pump 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 pump is modified in any way, or if non-factory authorized accessories or other components are used in conjunction with the pump.
- 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 pump 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 season damage. Users are advised to adhere to all manufacturer-specified instructions for proper winterization of the pump.

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.