

Standard Warranty- Professional Sales and Installation- Effective December 1st, 2016

To the original purchaser only, on-site warranty is provided at the discretion of Hayward Pool Products (Australia) Pty Ltd and is available according to the following schedule and is subject to our standard warranty conditions.

Product Description	Standard Warranty (parts only)	Professional Warranty: When sold and installed by an approved professional	
		Parts	In-field Labour
Pumps- wet end and motor only ² (excluding mechanical seal ⁵)	1 Year	3 Years	1 Year
Sand Filter Tank Only- ProSeries ³	1 Year	10 Years	1 Year
Sand Filter Tank Only- Powerline ³	1 Year	5 Years	1 Year
Cartridge Filter Tank Only and D.E Filter Tank Only ³	1 Year	2 Years	1 Year
Robotic Cleaner- TigerShark QC/ AquaVac 500 ⁴	1 Year	2 Years	Bench Labour Only
Robotic Cleaner- SharkVac ⁴	1 Year	1 Year	Bench Labour Only
Suction Cleaner- Navigator Pro/ Navigator V-Flex/ AquaNaut ⁴	1 Year	2 Years	Bench Labour Only
Suction Cleaner- PoolVac Classic/ PoolVac XL/ Aqua Critter ⁴	1 Year	1 Year	Bench Labour Only
Universal H Series Gas Heaters/ EnergyLine Pro Heat Pump ⁶	1 Year	1 Year	1 Year
Salt & Swim Control Box & Electrolytic Cell ⁶	1 Year	1 Year	1 Year
HWPS Series & PL Series Contol Box & Electrolytic Cell ⁶	1 Year	3 Years	1 Year
PSLS Series Contol Box & Electrolytic Cell ⁶	1 Year	5 Years	1 Year
Spare Parts ⁵	1 Year	1 Year	Bench Labour Only
Commercial Installations			
Pumps, Filters, Heaters, Sanitisation & Control Products (Excluding Cleaners, PowerLine, Above Ground Products as well as those specifically excluded from Commercial Installations. Products not listed or not intended for commercial installation are not covered by standard warranty.)		1 Year	6 Months
Eligibility to claim			
To be eligible to claim warranty support available to the original purchaser, prior to repairs being undertaken you must: a. Provide proof or purchase and installation by an Authorised/ Qualified Professional Dealer. b. Where warranty claim is made, supply and installation must be completed by an Authorised/ Qualified Professional Dealer or Builder, warranty certificate must be completed including installer's full business details, copy of original receipt and signature of approved partner's representative. Where proof of professional installation is not provided, warranty is limited to 12 months- parts only. c. Where proof of purchase cannot be provided you will not be entitled to warranty support. d. Any item that is hard wired to a power supply cannot be serviced on site. In this case contact Hayward Pool Products (Australia), an Authorised Service Agent or place of purchase for instruction.			
Conditions			
<ol style="list-style-type: none"> On site support will only be provided for installations located within 10km of the Authorised Service Agent in the metropolitan areas of Melbourne, Sydney, Brisbane and Perth, or within 20km of an Authorised Service Agent in regional areas. For Installations outside the specified radius the customer may have to pay a travel fee. Warranty does not cover damages resulting from incorrect installations, improper storage, improper operation, water chemistry, act of God or freezing. For product specific warranty information refer to conditions and exclusions provided with product manuals. Fail on start situations for all pumps, based on an across the counter exchange. Fail on start means the unit fails to operate immediately upon installation or within 7 days from installation, proof of purchase will be required. Seals and O-rings are considered maintenance items and are therefore not covered under the general warranty policy unless they display a true manufacturer's defect. Cartridge elements and pressure gauges are covered for manufacturer's defects for one year. Damage to the cartridge from lack of maintenance such as pleat damage from cleaning, end cap cracking from over weight (due to lack of cleaning), or installation issues are not covered under warranty. Only cartridges found to be defective in materials or workmanship will be covered by warranty. DE vertical grids, gaskets and O-rings are considered maintenance items and are therefore not covered under the general warranty policy unless they display a true manufacturer's defect. A defect in these areas will quickly become evident after installation. Wear items are considered maintenance items and are therefore not covered under the general warranty policy unless they display a true manufacturer's defect. Wear items include wings, shoes, and flaps on suction cleaners as well as cartridges, drive tracks, bearings and rollers on robotic cleaners. Parts including mechanical seals, multiport valves, elements, pressure gauges, grids, cartridges, bearings, shoes, wings and drive tracks are considered spare parts and therefore qualify for 1 year manufacturer's defect warranty. Warranty commences from date of original purchase and is not extended in the event of a repair or replacement. To claim warranty a history of water balance test records must be provided to show compliant water balance has been maintained for the product. For heater warranty information refer to specific conditions and exclusions provided with heaters. 			

***This document supersedes all previous publications and should be read in conjunction with specific warranty conditions listed in product manual.**

