

PoolPak® PPK Warranty

Form Number: SVW10-PPKWTY-20180918

GENERAL POLICY FOR POOLPAK® PPK MODELS (APPLICABLE FOR UNITS IN THE USA & CANADA ONLY)

This warranty applies to the original equipment owner and is not transferable. PoolPak® LLC warrants as set forth and for the time periods shown below that it will furnish, through a PoolPak® LLC authorized installing contractor or service organization, a new or rebuilt part for a factory installed part which has failed because of defect in workmanship or material.

WARRANTY VOID UNLESS REGISTERED

Warranty is void unless, upon start-up of the equipment, the "Warranty Registration and Start-up Report" is completed and sent to the factory within one week of initial start-up. This report will also register the compressor warranty with the compressor manufacturer.

INITIAL 90-DAY WARRANTY

During the first 90 days from initial start-up and prior to the completion of the 24th month from date of shipment, whichever comes first and subject to prior written approval from the factory, PoolPak® LLC will provide and/or reimburse the required labor, materials, and shipping and handling costs incurred in the replacement or repair of a factory installed defective part. Only the labor required to replace the defective part is warranted — travel time, diagnostic time, per diems, truck charges, etc. are not covered under this warranty.

VIRTUAL-TECH® CONDITIONAL ONE YEAR EXTENDED LABOR WARRANTY

The factory labor warranty shall be extended for a total of 12 months from initial start-up and prior to the completion of the 24th month from date of shipment, whichever comes first and subject to prior written approval from the factory. The provided equipment must be connected and communicating to Virtual-Tech online control and monitoring service for the entire term of the warranty extension. PoolPak® LLC will provide and/or reimburse the required labor, materials, and shipping and handling costs incurred in the replacement or repair of a factory installed defective part. Only the labor required to replace the defective part is under warranty — travel time, diagnostic time, per diems, truck charges, etc. are not covered under this warranty.

TWO YEAR PARTS WARRANTY

If any factory installed part supplied by PoolPak® LLC fails because of a defect in workmanship or material prior to the completion of the 24th month from date of shipment, PoolPak® LLC will furnish a new or rebuilt part F.O.B. factory. No labor reimbursement will be made for expenses incurred in making field adjustments or parts replacement outside the Initial 90-day Warranty. PoolPak® LLC reserves the right to have the defective part returned to the factory in order to determine the warranty applicability. Parts shipping and handling costs (to and from the factory) are not covered outside of the Initial 90-day Warranty.

REPLACEMENT PART WARRANTY

If a replacement part provided by PoolPak® LLC under this warranty fails due to a material defect prior to the end of the Two Year Parts Warranty (or the end of the extended warranty period if applicable) or 12 months from date of the replacement part shipment, whichever comes first, PoolPak® LLC will furnish a new or rebuilt part F.O.B. factory.

APPLICABILITY

This warranty is applicable only to products that are purchased and installed in the United States and Canada.

This warranty is NOT applicable to:

1. Products that have become defective or damaged as a result of the use of a contaminated water circuit or operation at abnormal water temperatures and/or flow rates
2. Parts that wear out due to normal usage, such as air filters, belts and fuses. Refrigerant lost during the parts warranty will be reimbursed in accordance to the current market price of refrigerant at the time of repair. PoolPak® LLC will not be responsible for refrigerant lost from the system due to improperly installed contractor piping to the remote outdoor air-cooled condenser.
3. Refrigerant coils that corrode due to improperly balanced pool chemistry or corrosive air quality.
4. Components that have been relocated from their original placement at the factory.
5. Any portion of the system not supplied by PoolPak® LLC
6. Products on which the model and/or serial number plates have been removed or defaced.
7. Products which have become defective or damaged as a result of unauthorized opening of refrigeration circuit, improper wiring, electrical supply characteristics, poor maintenance, accidents, transportation, misuse, abuse, fire, flood, alteration and/or misapplication of the product.
8. Products not installed, operated and maintained as per PoolPak® LLC Manual(s).
9. Products on which payment is in default.

LIMITATIONS

This warranty is given in lieu of all other warranties. Anything in the warranty notwithstanding, any implied warranties of fitness for particular purpose and merchantability shall be limited to the duration of the express warranty. Manufacturer expressly disclaims and excludes any liability for consequential or incidental damage for breach of any express or implied warranty.

Where a jurisdiction does not allow limitations or exclusions in a warranty, the foregoing limitations and exclusions shall not apply to the extent of the legislation, however, in such case the balance of the above warranty shall remain in full force and effect.

This warranty gives specific legal rights. Other rights may vary according to local legislation.

FORCE MAJEURE

PoolPak® LLC will not be liable for delay or failure to provide warranty service due to government restrictions or restraints, war, strikes, material shortages, acts of God or other causes beyond PoolPak® LLC control.

OPTIONAL FIVE YEAR COMPRESSOR WARRANTY

This extended warranty must be purchased before the shipment of the equipment.

PoolPak® LLC will provide a replacement compressor for 60 months from the date of shipment provided the factory installed compressor fails as a result of manufacturing defect and is returned to the factory with transportation prepaid. This extended compressor warranty is subject to all the terms of the standard PoolPak® LLC warranty but applied to the compressor only.

No charges attributed to the replacement of a component, except as detailed in above Initial 90-day Warranty, will be allowed unless specifically granted in writing beforehand by PoolPak® LLC.

OPTIONAL FIVE YEAR AIRSIDE COIL WARRANTY

This extended warranty must be purchased before the shipment of the equipment.

PoolPak® LLC will provide a replacement Airside Coil for 60 months from the date of shipment provided the failed coil is returned to the factory with transportation prepaid. This extended coil warranty is subject to all the terms of the standard PPK Series warranty but applied to the coil only.

No charges attributed to the replacement of a component, except as detailed in above Initial 90-day Warranty, will be allowed unless specifically granted in writing beforehand by PoolPak® LLC

This warranty is contingent to the proper maintenance of pool water chemistry including a pH of between 7.2 and 7.6 free chlorine not exceeding 2.0 ppm and combined chlorine maintained at less than 0.3 ppm. These parameters are to be measured and recorded daily and be available for review upon request.

OPTIONAL 10 YEAR AIRSIDE COIL WARRANTY

This extended warranty must be purchased before the shipment of the equipment.

PoolPak® LLC will provide a replacement Airside Coil for 120 months from the date of shipment provided the failed coil is returned to the factory with transportation prepaid. This extended coil warranty is subject to all the terms of the standard PPK Series warranty but applied to the coil only.

No charges attributed to the replacement of a component, except as detailed in above Initial 90-day Warranty, will be allowed unless specifically granted in writing beforehand by PoolPak® LLC

This warranty is contingent to the proper maintenance of pool water chemistry including a pH of between 7.2 and 7.6 free chlorine not exceeding 2.0 ppm and combined chlorine maintained at less than 0.3 ppm. These parameters are to be measured and recorded daily and be available for review upon request.

OPTIONAL FIVE YEAR DRIVELINE WARRANTY

This extended warranty must be purchased before the shipment of the equipment.

PoolPak® LLC will provide a replacement part for the following components:

- Supply fan motor
- Supply fan motor starter
- Exhaust fan motor
- Exhaust fan motor starter
- Pool water heater solenoid valves & valve coils
- Liquid expansion solenoid valves & valve coils
- Air-cooled condenser solenoid valves & valve coils
- Blowers

Driveline warranty exists for 60 months from the date of shipment provided the factory installed component fails as a result of manufacturing defect and is returned to the factory with transportation prepaid. This extended driveline warranty is subject to all the terms of the standard PoolPak® LLC warranty but applied to the listed parts only.

No charges attributed to the replacement of a component will be allowed unless specifically granted in writing beforehand by PoolPak® LLC.

PoolPak is a Dehumidified Air Solutions company and member of Dehumidified Air Services, a coast-to-coast service network of local customer support specialists. Backed by real-time remote monitoring and direct access to the engineers who designed and built your dehumidifier, Dehumidified Air Services is the only organization in North America that has the scale and expertise to deliver trouble-free pool dehumidification and unparalleled customer service.



3491 Industrial Drive | York, Pennsylvania 17402 USA | 717-757-2648
© 2018 PoolPak LLC. All rights reserved. SVW10-PPKWTY-20180918