

Parts Warranty

REPLACEMENT PARTS DEPARTMENT – PURCHASED PART WARRANTY

PoolPak LLC (hereafter PoolPak) purchased parts warranty applies only to products that are purchased through a PoolPak Sales Rep and are properly installed, maintained and operated under the conditions as ordered (and shown on the Unit's Data Plate) with competent ownership, supervision and maintenance personnel. PoolPak will not be liable for labor costs incurred in diagnosing failed parts. PoolPak warrants as set forth and for the time periods shown below that it will furnish a new or rebuilt part for a part with has failed because of a defect in workmanship or material. PoolPak reserves the right to apply handling and inspection charges in the case of parts or equipment improperly returned as defective, whether under warranty or not. Any part being returned to the factory must have a Return Material Authorization (RMA) number as provided by the Parts department. Refer to RMA Policy on the PoolPak website.

PURCHASED PARTS WARRANTY

Until completion of ONE (1) year from shipment of a new part or NINETY (90) days from shipment of a rebuilt part, if any part supplied by PoolPak fails because of a defect in workmanship or material, PoolPak will furnish new or rebuilt part(s) Ex-Works PoolPak factory York, PA USA. No reimbursement will be made for expenses incurred in making field adjustments or replacements unless specifically pre-approved by PoolPak in writing beforehand. Any unapproved repairs, parts replacement or adjustments to the operation may result in the remainder of the warranty being voided.

EXCLUSIONS:

This warranty is applicable only to parts for products that are purchased and retained in the United States and Canada. This warranty is not applicable to:

- Parts that have become defective or damaged as a result of the use of a contaminated water circuit, water chemistry not maintained in accordance with the recommendation contained in the National Swimming Pool Foundation handbook and State Departments of Public Health or operation at abnormal water temperatures and/or flow rates.
- Parts wearing out due to normal usage such as filters, belts, fuses and refrigerant.
- Parts which have become defective or damaged as a result of unauthorized opening of refrigerant circuit, improper wiring, electrical supply characteristics, poor maintenance, accidents, transportation, misuse, abuse, fire, flood, alteration and/or misapplication of the product.
- Parts operated without clean and properly installed air filters.
- Any portion of the system not supplied by PoolPak.
- Parts on which unit payment is in default.
- Parts on which unit model and/or serial number plates have been removed or defaced.
- Parts not installed, operated, and maintained as per the applicable PoolPak Installation and Operation Manual (IOM).
- Parts that have been disassembled, repaired, modified or tampered with, without prior written approval.

SHIPPING AND HANDLING

We will provide replacement parts via regular UPS ground service only. The customer will be responsible for any express shipping costs for any item. All returned material must be packaged to prevent damage while in transit.

WARRANTY REQUESTS

For any issues with part performance, contact the PoolPak Service department at 717-757-2648 or service@poolpak.com. If service requests return of part, refer to RMA Policy.