

PoolPak Warranty

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LIMITED FACTORY WARRANTY FOR POOLPAK® MODELS SWHP & MPK (APPLICABLE IN THE USA AND CANADA ONLY)

The PoolPak LLC (hereafter PoolPak) 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 any problems. PoolPak warrants as set forth and for the time periods shown below that it will furnish to the original owner, through a PoolPak authorized installing contractor or service organization, a new or rebuilt part for a part which 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. The RMA policy can be found on the PoolPak website (www.poolpak.com).

REGISTRATION AND STARTUP REPORT

Warranty is void unless the PoolPak Startup Report is completed by a PoolPak Authorized Service Provider and sent to the factory within one week of initial startup. PoolPak will review the Startup Report. If all parts of the process were performed properly, PoolPak will provide warranty statement to the Sales Rep. Any incomplete entries or inconsistencies may result in delay or voiding of the warranty. This Startup Report will also register the compressor warranty with the compressor manufacturer.

INITIAL 30-DAY WARRANTY

During the first 30 days from initial startup and subject to prior approval in writing from the factory, PoolPak will provide and/or reimburse the approved labor, materials, and shipping costs incurred in the replacement of a defective part. 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.

REMAINDER OF 25-MONTH WARRANTY

Upon expiration of the initial 30-day warranty, and until completion of the twenty-fifth month from date of shipment from PoolPak, 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.

APPLICABILITY

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

This warranty is not applicable to:

- Products 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 (hereafter NSPF) handbook and State Departments of Public Health or operation at abnormal water temperatures and/or flow rates.
- Parts that wear out due to normal usage, such as air filters, belts, fuses and refrigerant.

- Products that have been moved from the location where they were first installed.
- Any portion of the system not supplied by PoolPak.
- Products on which the model and/or serial number plates have been removed or defaced.
- Products on which payment is in default.
- Products 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.
- Products operated without clean and properly installed air filters.
- Products not installed, operated, and maintained as per the applicable PoolPak IOM.
- Products that have been disassembled, repaired, modified or tampered with without prior written approval.

TRANSPORTATION COSTS

After the initial 30-day warranty period has expired, charges covering transportation of the defective part(s) to PoolPak from the customer site and replacement part(s) from PoolPak to the customer site are not covered by this warranty. Customer is responsible for hiring a Broker to clear the goods at the US/Canadian border. Customer is responsible for remitting GST/HST taxes to their own Province as their individual Provincial Tax Rules dictate.

LIMITATIONS

Warranty periods are not extended by the performance of warranty replacements or repairs. 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 this 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 legislation, however, in such case the balance of the above warranty shall remain in full force and effect.

OBTAINING WARRANTY SERVICE

Normally, the contractor who installed the products will provide warranty service to the owner. Should the contractor be unavailable, contact your local PoolPak representative or the factory service department.

FORCE MAJEURE

PoolPak 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's control.

COIL PARTS WARRANTY

The coil parts warranty is based on the coil construction material(s) and expected life under normal operating conditions. Since the warranty covers the normal life expectancy of the coil, there are no extended warranty options.

The present warranties are:

- All Copper coil and Hycor® Blue coil - 60 months from shipment * warranties are contingent on the pool water free chlorine level being maintained in the 1.0 to 3.0ppm range and the chloramine level not exceeding 0.2ppm.
- Electro-Guard® and Electro-Guard® Plus coils - 120 months from shipment unconditional of pool water chemistry

UNIT CASING WARRANTY (MPK MODELS ONLY)

Unit casing, wall and roof panels, is warranted (parts only) against corrosion, manufacturer's defects, or failure under normal operating conditions for a period of twenty (20) years on a prorated basis from the date of unit delivery. Casing damage due to improper maintenance, improper handling or misuse will not be covered under this warranty.

OPTIONAL THIRD-TO-FIFTH YEAR COMPRESSOR WARRANTY

Under this warranty a new or rebuilt compressor will be supplied at PoolPak expense, Ex-works PoolPak factory York, PA USA, provided the failed compressor is returned to the factory upon request with transportation prepaid. This extended compressor warranty is subject to all the terms of the standard PoolPak warranty but applied to the compressor only. This extended warranty must be purchased at time of unit order. No labor costs are covered in this warranty.

OPTIONAL DELAYED STARTUP WARRANTY

In instances where the equipment start-up will be delayed, a Delayed Startup Warranty Extension may be purchased in one-month increments for up to an additional 12 months.

This optional delayed start-up warranty is subject to all the terms of the standard PoolPak warranty. This delayed warranty must be purchased prior to any Startup of the equipment and before the Standard Warranty expires. The standard warranty begins at startup regardless of how many delayed warranty months are purchased.

This optional delayed startup warranty is only valid if all of the following conditions are met:

- Electrical panel is kept completely free of water and/or condensation.
- Indoor units are stored in a dry and protected area.
- Electrical power has not been connected to the unit.
- Unit has not been tampered with, damaged, or vandalized in any fashion.

EXTENDED WARRANTIES

Any extended unit or miscellaneous warranties purchased at time of unit sale is not a warranty offer from PoolPak and is the sole responsibility of the PoolPak Representative, Installing Contractor, or other third party. Please contact your PoolPak Representative for additional warranty contact information.

With more than 45 years of experience in indoor pool dehumidification equipment manufacturing, PoolPak® LLC is the most well-known brand in the industry. Our people and products work daily to improve the quality and comfort of indoor pool environments. PoolPak® dehumidification solutions include a variety of heating, ventilation, and air conditioning systems, in addition to an industry-leading PoolPak® support network. For more information, please visit www.PoolPak.com.