

# WARRANTY INFORMATION

Product Catalog 2019

# PENTAIR LIMITED WARRANTY

You've always been able to count on the quality and long service life of Pentair products. We use the very best standards of workmanship, materials, and manufacturing processes to deliver value and peace of mind. Please review the Limited Warranty and Extended Warranty terms below for information on coverage length and warranty exceptions for your pool and spa equipment. Pentair offers:

**LIMITED WARRANTY:** Pentair warrants its products to be free from defects in material and/or workmanship for a **period of sixty (60) days (parts only) from the original date of purchase and/or installation.** Customer agrees to prepay all shipping charges to Pentair.

**EXTENDED WARRANTY:** To receive a product extended warranty (longer than 60 days from the original date of installation), customer must: **1. Register their product, 2. Provide a copy of the sales receipt and the qualified installer's invoice within 60 days of installation, & 3. the qualified installer's invoice<sup>1</sup> within 60 days of installation.** Certain products do not require qualified installation but still require product registration and copy of the sales receipt to receive the extended warranty.

**TRADEGRADE WARRANTY:** TradeGrade products must be purchased from a retail store (brick and mortar), pool builder or pool service company. If purchased online (via internet) the product will only receive a sixty (60) day limited warranty.

**SELECT BUNDLED PRODUCTS:** applies to purchases and qualified installation of a minimum of a pump and filter, and one or more of the following: **heaters, heat pumps, control systems, automatic cleaners, lighting, salt chlorine generators or UV Sterilizer.** Bundled products must be purchased on the same invoice and installed at the same time. If any product within a bundle is ineligible for the bundled warranty coverage then all products within the same bundle will be disqualified from receiving the three (3) year extended warranty coverage for bundled products.

**For extended product warranty details, please visit: [www.pentairpool.com/warranty](http://www.pentairpool.com/warranty).**

## Pentair's Warranty Obligations

Should a defect in workmanship and/or material in any item covered by this warranty become evident during the term of the warranty, then upon the consumer following the procedures set forth below, Pentair will, at its sole option, repair or replace such product or part of equal value, in lieu of repair.

Pentair is not, however, responsible under this warranty for any cost of shipping or transportation of the product or parts thereof to or from the Technical Service Department. Also, Pentair is not liable for any loss of time, inconvenience, incidental expenses such as telephone calls, labor or material charges incurred in connection with the removal or replacement of the equipment, or any other incidental or consequential damages.

The above mentioned warranty is void if the product is repaired or altered in any way by any persons, agents, or representatives other than those authorized by Pentair. Expendables including, but not limited to refrigerant, recovery of refrigerant or transportation for components are not covered under this limited warranty. Reasonable vehicle trip and evaluation charges may be assessed by a Pentair service representative.

**PLEASE NOTE:** Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**Warranties by others:** Some Pentair products incorporate components manufactured by other manufacturers. Some of these provide warranties in addition to the warrant provided by Pentair herein. In all such cases a copy of the third party manufacturer's warranty will be provided with the product. To the extent protection provided under any such third party warranty exceeds the Limited Warranty provided herein, the Customer will have to contact the specific manufacturer for the additional protection.

**No Other Warranties:** To the maximum extent permitted by applicable law, Pentair disclaims all other warranties, either expressed or implied, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose, with regard to the product(s), part(s) and/or any accompanying written materials.

**Procedure for Obtaining Performance:** In order to obtain the benefits of this warranty, the customer who made the original retail purchase must contact the Pentair Technical Service Department as soon as possible after discovery of the product-related issue, but in no event later than the expiration date of the respective warranty periods provided herein. Upon receipt of this communication, Pentair will promptly notify the customer of the address to which the product may be shipped. The customer shall then ship the product, freight prepaid, to the address indicated, together with a **"RETURN GOODS AUTHORIZATION" form obtained from Technical Service and a brief description of the problems encountered. Unauthorized returns will not be accepted. Freight must be prepaid by customer.**

**Warranties or Representations by Others:** No third party has any authority to make any warranties or representation concerning Pentair or its products. Accordingly, Pentair is not responsible for any such warranties or representations.

**Other Rights:** This warranty gives you specific legal rights and you may also have other rights, which vary state to state.

**Sole Warranty:** This warranty supersedes all previous publications.

<sup>1</sup> Qualified installer's invoice is not required if product does not require professional installation in order to receive extended warranty.