

# Totally Hayward Extended Warranty- Professional Sales and Installation- Effective November 1, 2024

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. Duration of warranty starts from purchase date.

Product Description	Standard Warranty	Professional Warranty: When sold and installed by an approved professional		Professional Warranty: When sold and installed by a THD	
	Parts and labour	Parts	Labour	Parts	Labour
Pumps- wet end only (exl. mechanical seal )	12 months	5 Years	3 Years	5 Years	3 Years
Pumps- motor only (exl. mechanical seal )	12 months	3 Years	2 Years	3 Years	3 Years
Pumps - seals and O-ring	12 months	1 Year	1 Year	2 Years (MaxFlo, Tristar, EcoStar) - mechanical seal 1 Year - O-ring	1 Years
Sand Filter Tank Only *	12 months	10 years - Pro-Series tank 5 Years - Powerline tank 1 Year - MPV 1 Year - laterals	1 Year	10 Years - tank (all series) 2 Year - MPV 1 Year - laterals	2 Years
Cartridge Filter Tank Only	12 months	3 Years - tank 1 Year - cartridge elements and pressure gauges	1 Year	3 Years - tank 1 Year - cartridge elements and pressure gauges	2 Years
Robotic Cleaner - TigerShark QC/ iPowerShark	12 months	3 Years	Return to Hayward. No onsite labour	3 Years	Return to Hayward. No onsite labour
Robotic Cleaner- SharkVac	12 months	2 Years	Return to Hayward. No onsite labour	2 Years	Return to Hayward. No onsite labour
Suction Cleaner- Navigator Pro/ Navigator V-Flex/ PoolVac XL/ AquaNaut/ TracVac	12 months	3 Years 1 Year - drive tracks, shoes, wings, tyres & flaps	Return to Hayward. No onsite labour	3 Years 4 years - AquaNaut	Return to Hayward. No onsite labour
Suction Cleaner- PoolVac Classic/ Aqua Critter	12 months	1 Year	Return to Hayward. No onsite labour	1 Year	Return to Hayward. No onsite labour
Universal H Series Gas Heaters	12 months	2 Years	1 Year	2 Years	2 Years
EnergyLine Pro, EnergyLine, HydraHeat, S.Line Heat Pump	12 months	25 Years - Heat Exchanger 5 Years - Compressor 2 Years - Electrical (touchpad, circuit boards etc)	1 Year	25 Years - Heat Exchanger 5 Years - Compressor 3 Years - Electrical (touchpad, circuit boards etc)	2 Years
Chlorinator - Aquarite+	12 months	3 Years	1 Year	4 Years	2 Years
Secondary Sanitisation - HydraPure	12 months	2 Years 1 Year - lamp	1 Year	3 Years 1 Year - lamp	2 Years
OmniLogic Control Box Only	12 months	3 Years	1 Year	4 Years	2 Years
TurboCell	12 months	4 Years	1 Year	4 Years	2 Years
Spare Parts	12 months	1 Year		1 Year	
<b>Commercial Installations</b>					
Pumps, Filters, Heaters, Sanitisation & Control Products (Excluding Cleaners, PowerLine, Above Ground Products as well as those specifically exluded from Commercial Installations. Products not listed or not intended for commercial installation		1 Year	6 months	1 Year	6 months

\*No media replacement

## 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 of 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. Where an item that is hard wired to a power supply is faulty, contact Hayward Pool Products (Australia), an Authorised Service Agent or place of purchase for instruction.

## Conditions

1. 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 will 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.
2. 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.
3. 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. 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.
4. Wear items are considered consumable 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, and drive tracks on robotic cleaners.
5. 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.
6. 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. For OmniLogic Accessories refer to individual manuals for warranty schedules.