

INTELLICENTER® MIGRATION FROM EASYTOUCH®/INTELLITOUCH® POOL CONTROL SYSTEMS: FREQUENTLY ASKED QUESTIONS (FAQs)

When is the last date EasyTouch and IntelliTouch products can be purchased?

- **July 31, 2023** for all IntelliTouch Systems
- **September 29, 2023** for all EasyTouch Systems

Orders for IntelliTouch and/or EasyTouch systems purchased before the sale dates of July 31 and September 29, 2023, respectively, will be honored as available.

When should dealers begin offering the [IntelliCenter Family of products](#) as an alternative to EasyTouch and IntelliTouch systems?

Communications will be sent to dealers in early April 2023 and should take immediate effect.

What are the advantages of moving customers to the IntelliCenter system now?

- Transitioning customers to the IntelliCenter system:
- Help build consumer goodwill knowing they have the most up-to-date system and modern pool automation features Pentair offers.
- Offers the most updated Pentair user experience.
- Supports remote monitoring services allowing service providers to offer more effortless pool maintenance.
- Offers enhanced network availability.
- Access to continued advancements in mobile apps, remote monitoring portals, and firmware developments.

What is the standard warranty period for new purchases EasyTouch/IntelliTouch pool control products in 2023?

For any EasyTouch or IntelliTouch product purchased in 2023, the standard Pentair manufacturer warranty policy applies to the following:

- Warranty start date based on the installation date
- One-year-term if purchased as standalone
- Three-year-term if the product was purchased in a bundle

How will EasyTouch and IntelliTouch pool control products be treated if deemed under warranty in the event of a break/fix repair issue?

We will replace legacy systems with comparable replacement equipment while parts are available. If parts are unavailable, we will provide the appropriate IntelliCenter Upgrade Kit.

How will EasyTouch and IntelliTouch pool control products be treated if deemed out of warranty?

The customer service agent may direct the customer to a Pentair agent for ordering instructions or to local dealer installers for assistance with a suitable solution or comparable product to keep their system functioning may be required.

Pentair customer service agents may, on a discretionary basis, offer an IntelliCenter upgrade kit at zero cost. Goodwill courtesy is promoted in warranted situations.