

# WARRANTY INFORMATION

Product Catalog 2021

# 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 this document for details of general warranty terms and conditions and visit [www.pentair.com/warranty](http://www.pentair.com/warranty) for information regarding the coverage duration and any possible warranty exceptions for your specific 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 the product;
  2. Provide a copy of the sales receipt; and
  3. Provide a copy of the installation invoice, provided by the qualified installer, within 60 days of installation (if required). 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.
- **ECOMMERCE (EC) WARRANTY:** Products purchased from an Authorized Pentair Online Reseller receive a one (1) year (parts only) warranty from the date of purchase. To receive an eCommerce warranty, customer must:
  1. Register the product, and
  2. Provide a copy of the sales receipt

## GENERAL WARRANTY TERMS AND CONDITIONS

### DENIAL OF WARRANTY CLAIM

A warranty claim may be denied under the following circumstances:

1. Damage caused by careless handling, improper repackaging, or shipping.
2. Damage due to misapplication, misuse, abuse or failure to operate equipment as specified in the owner's manual.
3. Damage caused by failure to install products as specified in the owner's manual.
4. Damage due to unauthorized product modifications or failure to use Pentair original replacement parts.
5. Damage caused by negligence, or failure to properly maintain products as specified in the owner's manual.
6. Damage caused by failure to maintain water chemistry in conformity with the standards of the swimming pool industry for any length of time.
7. Damage caused by water freezing inside the product.
8. Accidental damage, fire, acts of God, or other circumstances outside the control of Pentair.

### PENTAIR 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 customer 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 warranties are 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. 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.

All extended warranties are applicable to the original owner only, beginning on the date of installation and are not enforceable by any third party.

### WARRANTIES BY OTHERS

Some Pentair products incorporate components manufactured by other manufacturers. Some of these manufacturers provide warranties in addition to the warranty 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 consumer 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 from state to state.

### SOLE WARRANTY

Supersedes all previous warranty publications.