

Fluidra USA Limited Warranty

All Fluidra USA warranties are applicable when handling, installation, and operation of filters and components are performed in compliance with the details provided in this manual.

Limited Warranty

Fluidra USA warrants that products manufactured by Fluidra USA, corresponding to this manual, will function properly, are free from defects in material and workmanship, and are in perfect condition at the time of delivery.

All products manufactured by Fluidra USA have been tested and inspected for proper performance and defects prior to shipment from our plant(s). Local plant: Fluidra USA, 8525 Mallory Road, Jacksonville, Florida, 32220

Fluidra USA warrants the fiberglass and polyester tanks of 100 PSI design pressure for a period of fifteen (15) years from the date of purchase according to the prorated schedule listed below.

Fluidra USA warrants the fiberglass and polyester tanks of 50 PSI design pressure for a period of ten (10) years from the date of purchase according to the prorated schedule listed below.

Internal and external plumbing components which fail or become defective, except as a result of weather, negligence, improper installation, use, or care, shall be replaced at our option, without charge, within 3-years of date of purchase, barring unforeseen delays.

To obtain warranty replacement parts or repair, defective components or parts should be returned, transportation prepaid, to the place of purchase or authorized service center. For a list of authorized service centers or to discuss a factory repair please email customerservice@fluidra.us. No returns may be made directly to the factory without authorization from Fluidra USA.

- a. The fiberglass tank is warranted for a period of 10 OR 15 years from the date of purchase for defects in materials and workmanship according to the prorated schedule respectively.
- b. The internal plumbing is warranted for a period of 3 years from the date of purchase for defects in materials and workmanship.
- c. The lateral components are warranted for the life of the filter.

Prorated Warranty Schedule (% Paid by Owner)

10 Year Prorated Schedule		15 Year Prorated Schedule	
Until 3 Years	0%	Until 5 Years	0%
3-4 Years	15%	5-6 Years	10%
4-5 Years	30%	6-7 Years	20%
5-6 Years	45%	7-8 Years	30%
6-7 Years	60%	8-9 Years	40%
7-8 Years	70%	9-10 Years	50%
8-9 Years	80%	10-11 Years	60%
9-10 Years	90%	11-12 Years	70%
10 + Years	100%	12-13 Years	80%
		13-15 Years	90%
		15+ Years	100%

Exclusions of Warranty

Damage or failure due exposure of extreme temperatures below 32° F or above 125° F. Damage or failure due to improper installation of the filter. Damage or failure due to chemical corrosion due to improper water maintenance. Damage or failure due to improper maintenance or unauthorized modifications. Damage or failure due to exceeding the rated pressure of the filter. Damage or failure due to exposure of the filter to syphoning or vacuum. Damage or failure due to not following the installation manual. Damage or failure due to air being trapped in the filter causing air compression damage.

Obligations of Manufacturer

Fluidra USA will respond to any warranty claim in a reasonable amount of time from the date of request. Fluidra USA will provide on-site service for the filter until 10 or 15* years from date of purchase and the cost of repairs will be charged according the prorated program above. After 10 or 15* years, Fluidra USA will no longer provide on-site service. If the owner wishes the filter to be repaired after this period, it must be returned to Fluidra USA at the owner's expense for evaluation. If Fluidra USA determines the product is repairable, the owner will be responsible to pay all repairs including evaluation time, repair time and materials. Fluidra USA does not authorize any persons to do any work without express written consent. Prorated percentages are based on the current year's price list. In case of lateral replacement, the manufacturer is not responsible for any cost related to installing new laterals. **10 or 15 years of coverage corresponds to the 50 or 100 PSI design respectively*

Use of this Warranty

The request for service under this warranty must be communicated to the company whom the filter was purchased. For this warranty to be valid, it is necessary to provide the original documentation of purchase of the product as well as the serial number, product code and a complete photo of the equipment from a distance as well as a photo of the claim in question. Without proof of purchase and serial number, this warranty is null and void.

To obtain warranty replacement parts or repair, defective components or parts should be returned, transportation prepaid, to the place of purchase or authorized service center. For a list of authorized service centers or to discuss a factory repair please visit fluidrausa.com/customer-service. No returns may be made directly to the factory without authorization from Fluidra USA.

*Repairs or replacements under this warranty must first be authorized by Fluidra USA. *This document supersedes all previous documents. *Installing the filter constitutes an agreement that the warranty has been read and is agreed upon.