

2023 Expert Line Residential Warranty Terms

	In-Ground				Above Ground			
	Standard		Totally Hayward		Standard		Totally Hayward	
	Parts	Field Labor	Parts	Field Labor	Parts	Field Labor	Parts	Field Labor
ALL Products - Exceptions listed below	3 Yrs*	1 Yr**	3 Yrs*		2 Yrs	None*	3 Yrs	None*
	*Standard and Totally Hayward warranty coverage details: - UV and O3 lamps and quartz and stainless steel sleeves are covered for 1 year parts only. - When part of an original automation or chlorine generator system, Chemistry Probes have 1 year parts and 1 year field labor coverage. - OmniPL Retrofit Kit has 3 years parts and 1 year field labor coverage. - Control accessories are covered for 1 year parts only when purchased individually. - Standard Salt cells are covered for 3 years parts only when purchased individually. - 'W' Salt cells are covered for 1 year parts only. - J&J Lighting included. **In-store labor only for Suction Cleaners. Florida in-store labor only for Suction and Pressure Cleaners. - Sollos Landscape Lighting: Please reference Sollos warranty matrix.				- Salt cells are covered for 3 years parts only. - 'W' Salt cells are covered for 1 year parts only. - *Gas Heaters have 1 year field labor coverage.			
	*Totally Hayward warranty coverage details: - OmniPL Retrofit Kit and Solar Controls have 1 year field labor coverage. - When part of an original automation or chlorine generator system, Control accessories have 3 years parts and 1 year field labor coverage. - In-store labor only for Suction Cleaners. Years 2 and 3 are in-store labor only for Pressure Cleaners. Florida in-store labor only for Suction and Pressure Cleaners. - Chemical Feeders, Spa Blowers, White Goods, and Water Features are covered for 3 years parts and 1 year field labor.							

Exceptions	In-Ground				Above Ground			
	Standard		Totally Hayward		Standard		Totally Hayward	
	Parts	Field Labor	Parts	Field Labor	Parts	Field Labor	Parts	Field Labor
Heat Pumps (All)	5 Yrs*	2 Yrs	5 Yrs*	3 Yrs	2 Yrs*	1 Yr	3 Yrs*	1 Yr
	*Titanium tube 10 Yrs				*Titanium tube 5 Yrs			

Robotic Cleaners	Parts	In-store Labor	Parts	In-store Labor	Parts	In-store Labor	Parts	In-store Labor
	3 Yrs*		1 Yr		2 Yrs			
	*Excludes filters							

Open Line Products	Parts	Field Labor	Parts	Field Labor	Parts	Field Labor	Parts	Field Labor
	3 Yrs	None	3 Yrs	None	2 Yrs*	None	3 Yrs	None
	*Salt chlorination cells are covered for 3 years parts only.							

Additional warranty coverage details: Warranty applies only to products that were purchased from Hayward or Hayward authorized sellers. Hayward reserves the right to reject warranty claims for any product purchased from unauthorized sellers, including unauthorized internet sites.

Open Line Products: Are approved for sale online and via brick-and-mortar locations. This includes W3 SKUs, Replacement Parts, White Goods, and Accessories. Warranty coverage is for parts only.

Normal wear items, are covered for manufacturing defects only (manufacturing defects normally appear within 30 days or less of installation) and are excluded from extended parts and labor coverage: Basket-strainers, bottom skirts, cartridges, debris bags, discs, fingers, flaps, footpads, grids, hammers, heater elements, light bulbs, o-rings, pleated filter elements, pump seals, shoes, sweep hose rollers, tires, and wings.

2023 Purchased Replacement Parts Warranty

Products	Warranty Terms
White goods, plastic goods, light bulbs, fuses, and wearable items. *Examples: Skimmer components, fittings, valves, baskets, plastic cleaner parts, main drain frames and grates, cartridges, and pump seals.	6 months parts warranty only. No labor coverage.
Items that either: Require electricity to operate, interface with electrical components or are comprised of more than 50% metal. *Examples: Gas heater and heat pump exchangers, temperature and pressure sensors, VSP drives, pump motors, blowers, fan motors, compressors, robotic cleaner motors and power supplies, circuit boards, flow-switches, UV lamps, and keypads.	1 year parts warranty only. No labor coverage.
XE series Power Ends and single speed Super Pump TEFC motors.	2 years parts warranty only. No labor coverage.
OmniPL Retrofit Kit	3 years parts warranty and 1 year labor coverage.