



SmartPool LLC 2015 Warranty/Return Policy

(Effective: October 1, 2014-September 30, 2015)

Consumer Policy Overview

- The warranty of any SmartPool product applies only to the end user and only to the original owner of the product.
- SmartPool requires all consumers to contact SmartPool directly for troubleshooting and all warranty claims. A consumer will be responsible for any and all charges incurred for non-manufacturer defects, misuse, abuse, no fault found and/or failure to provide necessary documentation.
- SmartPool will provide a consumer with Return Assessment (RA) paperwork, on any product, after troubleshooting has taken place with a SmartPool Technical Service Representative.
- All SmartPool products require a copy of an itemized computer or cash register generated consumer receipt with the date of purchase for all warranty claims. A copy of the consumer's receipt must be sent to SmartPool prior to the release of the RA to the consumer.
- All SmartPool products will be evaluated upon receipt to confirm the reason for the return.
- SmartPool will issue a return shipping label for any SmartPool robotic pool cleaner that is determined to be a manufacturing defect within 14 days of purchase. A computer generated receipt must be faxed or emailed to SmartPool in order to generate a return shipping label. Freight costs are the responsibility of the shipper for all product returned outside the first 14 days of purchase.
- All Consumers are to contact SmartPool at 732-730-9880, Monday – Friday, 9:00 a.m. – 5:00 p.m. EST on all warranty claims.

Product Warranty Specifications

Robotics:

North America Cleaner Warranty

| MODEL | WARRANTY COVERAGE | | | | |
|---|-------------------|-------------|-------------|------------|------------|
| | 0-6 MONTHS | 7-12 MONTHS | 2ND YEAR | 3RD YEAR | 4TH YEAR |
| PT4I | FULL | MOTORS ONLY | | | |
| PTKM100 | FULL | FULL | 50% MOTORS | | |
| NC22 | FULL | FULL | 50% MOTORS | | |
| PT7I | FULL | FULL | MOTORS ONLY | | |
| NC52 | FULL | FULL | MOTORS ONLY | 50% MOTORS | |
| PT9I* | FULL | FULL | MOTORS ONLY | 50% MOTORS | |
| NC71* | FULL | FULL | MOTORS ONLY | 50% MOTORS | 25% MOTORS |
| NC71RC* | FULL | FULL | MOTORS ONLY | 50% MOTORS | 25% MOTORS |
| NC74* | FULL | FULL | MOTORS ONLY | 50% MOTORS | 25% MOTORS |
| NC72RC* | FULL | FULL | MOTORS ONLY | 50% MOTORS | 25% MOTORS |
| PT7IS | FULL | FULL | MOTORS ONLY | | |
| NC52S | FULL | FULL | MOTORS ONLY | 50% MOTORS | |
| PT9IS* | FULL | FULL | MOTORS ONLY | 50% MOTORS | |
| PT11iRCS* | FULL | FULL | MOTORS ONLY | 50% MOTORS | |
| NC74S* | FULL | FULL | MOTORS ONLY | 50% MOTORS | 25% MOTORS |
| NC72RCS* | FULL | FULL | MOTORS ONLY | 50% MOTORS | 25% MOTORS |
| NC82S* | FULL | FULL | MOTORS ONLY | 50% MOTORS | 25% MOTORS |
| LABOR IS COVERED UNDER WARRANTY | | | | | |
| CUSTOMER IS RESPONSIBLE FOR LABOR CHARGES | | | | | |
| ANY PERCENTAGE SHOWN INDICATES THE AMOUNT OF THE MSRP COVERED BY WARRANTY | | | | | |

NOTE: ANY CLEANER CURRENTLY IN STOCK SOLD AFTER 9/30/2013 WILL CARRY THE NEW WARRANTY REGARDLESS OF THE WARRANTY STATEMENT IN THE BOX.

***SCRUBBER SERIES CLEANERS SOLD WITHIN TWO YEARS OF THE DATE OF PURCHASE WILL BE ELIGIBLE FOR THE EXCHANGE/GUARANTEE PROGRAM (CONDITIONS APPLY, SEE BELOW).**

Non-Scrubbing Models

Conditions:

- SmartPool will evaluate all Robotic Pool Cleaners and will cover any repairs that are considered a manufacturer defect within the warranty period, as specified in the above chart, from the original date of purchase. If the unit is unable to be repaired under warranty, SmartPool will replace the unit with a refurbished unit.
- If the unit is deemed to be a non-warranty related issue such as non-manufacturer defects, misuse, abuse, no fault found or if the consumer fails to provide necessary documentation; the consumer will receive a quote for parts, a labor/bench fee and return freight.
- Wear and Tear items (brushes, tracks, filter bag, bottom lid, foam ring, etc) are not covered under warranty.

***2 Year Major Component Guarantee for Scrubber Models**

Conditions:

- 2 Year Guarantee specific to models: NC71, NC71RC/RCS, NC71QC, NC72RC/RCS, NC74/S, PT9i/S, PT11iRCS
- No cash refunds and/or credits will be provided under this guarantee
- "Major Components" are limited to/defined as: Pump Motor, Drive Motor and Cable
- Major Component failure must occur during the first 2 years of the cleaner's warranty

Authorized Claim Procedure:

- The consumer must contact SmartPool directly
- A SmartPool Technical Support Representative must complete a phone analysis of the unit's symptoms with the consumer
- If the symptoms reported indicate a major component failure, the unit will be returned to SmartPool to confirm the cause of failure
- Within 24 hours of the unit's arrival at SmartPool, technicians will perform an in-depth diagnosis of the robotic cleaner
- If it is determined a major component (as defined above) has failed, a brand new cleaner will be sent to the consumer.

Lights and Alarms:

| | |
|---------------------------------|--------------------------|
| <i>EZ Light (all products):</i> | 1 year limited warranty |
| <i>NiteLighter:</i> | 6 month limited warranty |
| <i>Aurora Lights:</i> | 6 month limited warranty |
| <i>PoolEye (Excluded PE23):</i> | 6 month limited warranty |
| <i>PE23:</i> | 1 year limited warranty |
| <i>YardGard:</i> | 6 month limited warranty |

Conditions:

- SmartPool will evaluate the light /alarm and will repair or replace with a brand new unit for any manufacturer defect within the warranty period from the original date of purchase.
- If the unit is deemed to be a non-warranty related issue such as non-manufacturer defects, misuse, abuse, no fault found or if the consumer fails to provide necessary documentation, the consumer will receive a quote for a replacement.
- Items found to be without fault will be returned to the consumer at their cost.

Saltwater Chlorinators:

- CL01:* 1 year warranty
- CL02:* 2 year limited warranty (1 year full / 2nd year pro-rated)

Conditions:

- SmartPool will require the consumer to provide a written copy of their current water chemistry from a pool professional prior to issuing a Return Assessment on any ChlorEase unit.
- SmartPool will evaluate the ChlorEase units and will replace with a new unit for any manufacturer defect within the first year of the warranty period.
- If the unit is deemed to be a non-warranty related issue such as non-manufacturer defects, misuse, no water chemistry provided, evidence of inappropriate chemistry, over cleaned cell, high calcified cell, abuse, no fault found or if the consumer fails to provide necessary documentation, the consumer will receive a quote for a replacement.
- If the unit is found to be defective in the 2nd year of service, then the consumer will receive a quote for a replacement unit at a pro-rated amount. Items found to be without fault will be returned to the consumer at their cost.

Solar Heaters/Collectors:

- SunHeater:* 5 year limited (1 year full / 2-5 year pro-rated)
- SolarArc:* 5 year limited (1 year full / 2-5 year pro-rated on panel only)

***NOTE: ANY SOLAR ARC CURRENTLY IN STOCK SOLD AFTER 9/30/2013 WILL CARRY THE NEW WARRANTY REGARDLESS OF THE WARRANTY STATEMENT IN THE BOX.**

Conditions:

- SmartPool will evaluate the SunHeater/SolarArc solar panel and will replace with a brand new unit for any manufacturer defect within the warranty period from the original date of purchase. A section of the defective area as well as the section with the serial number is required for all solar panel warranty claims.
- If the unit is deemed to be a non-warranty related issue within the first year, such as non-manufacturer defects, misuse, abuse, freeze damage, no fault found or if the consumer fails to provide necessary documentation, the consumer will receive a quote for a replacement unit at a pro-rated amount. A section of the defective area as well as the section with the serial number is required for all solar panel warranty claims.
- If the product is beyond the first year, then the consumer will receive a quote for a replacement unit at a pro-rated amount.
- Shipping charges apply to any replacement/quote for replacement outside the warranty period.
- The following items are not covered by the product warranty: Hardware; including hoses, clamps and plastic fittings; Any damage due to freezing caused by or related to improper drainage, winterization, or storage; Damage, defects, malfunctions, or other failures arising from use of the product which does not comply with the instructions provided by the manufacturer; Damage, defects, malfunctions, or other failure caused by or related to repairs performed by any servicer other than an authorized service representative of SmartPool, LLC. Claims will not be accepted for a SolarArc's damage in transit unless damage to shipping container is noted at time of delivery on the transport company's delivery bill.

Sand Filter Systems and Programmable Timer:

- SmartClear:* 1 year limited
- SmartPool Timer:* 1 year limited

Conditions:

- SmartPool will evaluate all filters and timers, covering any repairs that are considered a manufacturer defect within the warranty period from the original date of purchase. If the unit is unable to be repaired under warranty, SmartPool will replace the unit with a new or refurbished unit at SmartPool's discretion.
- If the unit is deemed to be a non-warranty related issue such as non-manufacturer defects, misuse, abuse, no fault found or if the consumer fails to provide necessary documentation; the consumer will receive a quote for parts, a labor/bench fee and return freight.
- Consumable or expendable parts such as o-rings, pressure gauge, strainer basket, mechanical seal (complete) or hoses are NOT covered under this limited warranty. This warranty only applies to products used in North America.

Reseller Policy Overview

The following information applies only to SmartPool authorized Resellers.

- SmartPool will not issue any consumer or end user a refund.
- A written request for RA and a copy of the consumer's original proof of purchase must be submitted to SmartPool prior to the release of an RA.
- SmartPool will evaluate all product returned by a reseller to determine the fault of the item(s).
- SmartPool will not issue a credit for any no fault found or buyer's remorse returns on any products.
- If an item is found to be without fault, that product will be returned at the expense of the Reseller.

Product Warranty Specifications

Robotics:

- If the product is found to be defective and is within 14 days of the original date of purchase, SmartPool will replace the product with a new unit.
- If the product is found to be defective and is still within the warranty period (outside 14 days of purchase), SmartPool will refurbish the product and return it to the reseller.
- If the product is found to be defective and is out of warranty, SmartPool will provide a quote for the return of a refurbished cleaner (parts, labor and shipping). SmartPool requires payment prior to the releasing the cleaner for shipment.

Lights, Alarms, Filters, Timers, and ChlorEase:

- If the product is found to be defective within the warranty period, SmartPool will replace the product with a new unit.
- If the product is found to be defective and is out of warranty, SmartPool will quote the customer for a replacement unit.

Solar:

- If the product is found to be defective within the first year of service, SmartPool will replace the product with a new unit.
 - Note: Only the number of panels returned will be eligible for warranty replacement
- If the product is found to be defective and is outside the warranty period, SmartPool will quote the reseller for a replacement unit at a pro-rated amount.
- Shipping Charges apply to any replacement/quote for replacement outside the warranty period.
- SolarArc units carry a limited five year warranty. The hardware for the units is not included in the warranty.