



HAYWARD®

International Marketing Group
8175 W. Buckeye Rd
Phoenix, AZ 85043 USA
☎ 480 824 5450
📠 909 444 0327
✉ img@hayward.com
www.haywardpool.com

TERMS OF WARRANTY

To the Buyer, as original purchaser of Hayward and ProHayward products from an **authorized international distributor**¹, Hayward warrants its products free from defects in materials and workmanship for a period of **one year (1 Year – 365 days) from the date of purchase**.

Parts which fail or become defective during the warranty period, except as a result of negligence, improper storage, transportation, installation and operation, use or care, shall be **repaired or replaced by the authorized distributor at the option of Hayward IMG**². The price stated for the equipment is a consideration in limiting Hayward's liability and Buyer's remedy. The buyer assumes all responsibility for safety and uses not in accordance with installation instructions and directions for operation.

Hayward reserves the right to deny the warranty claim if the installation and commissioning of the product is not carried out within 18 months of the original purchase date from Hayward IMG or within 24 months of the date of production.

To obtain warranty, replacements or repair, defective components or parts should be returned, transportation paid to the place of purchase. A warranty claim form with all the details and information required should be submitted through the authorized distributor at the Hayward IMG warranty claim portal: haywardimg.com/dealerwarrantyclaim.

No returns may be made directly to the factory unless requested by Hayward to carry out an investigation of the failure. Hayward shall not be responsible for cartage, removal and/or reinstallation labor or any other such costs incurred in obtaining warranty replacements. Hayward shall not be responsible for any duties, permits, transportation and delivery charges in providing the warranty replacement.

The foregoing warranty does not apply to components manufactured by others. For such products, the warranty established by the respective manufacturer will apply at the discretion of the respective manufacturer.

The warranty does not apply to components like gaskets, seals, bearings etc., that experience wear during the course of operation as these require routine replacement in a timely manner. The warranty does not apply to capacitors, heating elements, incandescent and halogen light bulbs unless an issue is reported out of the box or within 7 days of operation.

The warranty does not apply and Hayward shall not be responsible for damage, loss of use of the unit, inconvenience, loss or damage to personal property, whether direct or indirect, and whether arising in contract or tort and/or due to weather, war, civil unrest or acts of God.

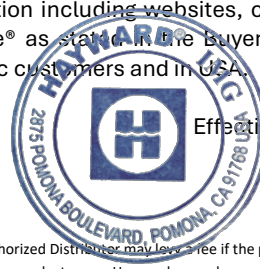
Hayward's liability and Buyer's sole remedy under any warranty shall not exceed the return of the amount of the purchase price paid by Buyer, and under no circumstances shall Hayward be liable for any special or consequential damages, including, but not limited to, personal injury, property damage, damage to or loss of equipment, lost profits or revenue, costs of renting replacements, transportation costs, labor costs, and other additional expenses.

Hayward will not be liable for any damages, losses, or expenses as a result of Buyer's negligence, whether deemed active or passive and whether or not any such negligence is the sole cause of any such damage, loss, or expense.

For international customers and users of Hayward products, the terms of this warranty supersede any other warranty terms that may be stated in any Hayward documentation including websites, catalogs, manuals and product information sheet. The terms for Hayward Expert Line® as stated in the Buyer's Guide and in other documentation are not applicable; they apply only to US domestic customers and in USA.

For Hayward IMG,

Effective: April 1st, 2026



1. The Authorized Distributor must be responsible for the country of final use of the product. The Authorized Distributor may levy a fee if the product has not been purchased through the Authorized Distributor. It is the responsibility of the Authorized Distributor to inspect the product as per Hayward procedures, evaluate the claim and make the required submittal through the portal. Failure to carry out an analysis of the claim and provide the relevant information may result in denial of the warranty claim.

2. A credit note may be issued by Hayward IMG to the Authorized Distributor for parts which fail or become defective during the warranty period in lieu of repair or replacement.