092676 RevA

HAYWARD®

Sense and Dispense™

ORP and pH Sensing Kit for OmniLogic

Owner's Manual

Contents

HLCHEMAU

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Description

The HLCHEMAU is an ORP and pH sensing kit that is offered as an accessory for all HLBASEAU OmniLogic® pool automation controls. With the HLCHEMAU, the OmniLogic can provide a fully integrated chemistry solution for your pool. The HLCHEMAU continuously tests the pool's sanitization and pH levels allowing the OmniLogic to automatically generate the correct amount of chlorine and dispense the proper amount of pH reducer. Together, they provide an automated system controlling both sanitization and pH balance.

For easy integration, Hayward offers the 1F-CHEMPUMPPS chemical pump that dispenses into the pool water 33% Hydrochloric Acid diluted at a ratio of 1:1 with water to become 16.5% for pH reduction of the pool water.

What's Included

The HLCHEMAU comes with everything needed to allow the OmniLogic to sense ORP and pH levels. The following is a description of the included components:

Professional Grade ORP probe - Samples water from the pool filtration system and sends signals to the OmniLogic indicating the oxidation-reduction potential (redox) of the pool water. ORP is an actual measurement of sanitizer activity and bacteriological water quality rather than an expression of chemical residual levels. ORP is not fooled by the effects of pH, TDS (total dissolved solids) and other factors giving a more accurate measurement of the effectiveness of chlorine and water quality.

Professional Grade pH probe - Samples water from the pool filtration system and sends signals to the OmniLogic indicating the acidity of the water. When used with a Hayward 1F-CHEMPUMPPS or other pH dispensing device, the OmniLogic can keep the pool water's pH level balanced.

Probe Cell - The Probe Cell is used to house the probes and provide a location for water collection and testing. Two hoses are provided to connect the Probe Cell to the supply and return sides of the pool filtration system using the faucet tees and fittings provided. The Probe Cell can be mounted directly to the OmniLogic or remote mounted in the vicinity of the control (restricted by the length of the probe wiring).

Various Hardware - The HLCHEMAU includes the necessary tubing, tubing connectors and mounting hardware to complete the installation.

Compatibility

The HLCHEMAU is compatible with the OmniLogic pool control. An AQL-CL chemistry kit must be used with the OmniLogic if automatic chlorine generation is desired.

Installation

DANGER of Death, Injury or Property Damage if procedure not followed. This accessory connects to the OmniLogic panel beneath the dead front. Dead front removal is required for this installation. Power to the OmniLogic panel MUST be shut off and isolated before the dead front is removed. This means a complete shutdown/isolation of supply power to the entire OmniLogic panel.

Overview

Installing the HLCHEMAU requires the following steps:

- Mounting the Probe Cell
- Plumbing the Probe Cell
- Installing ORP and pH probes
- Wiring probes to Probe Cell communication box
- Wiring the Probe Cell to the OmniLogic
- Connecting the pH Dispensing Device
- Configuring the OmniLogic
- Validating Operation
- Establishing Maintenance Schedule

Materials Needed for Installation

- Two small adjustable wrenches if side mounting to OmniLogic
- 4.5mm drill bit if side mounting to OmniLogic
- Deburring tool or file if side mounting
- Mounting hardware if surface mounting (not side mounting)
- Flex tubing cutter
- Extra wire, wire strippers, and wire nuts could be helpful in some installations
- Any items that would be required for wiring and installation per local code

Before carrying out any part of the installation, you MUST power down and isolate the power feed circuits to the OmniLogic panel. If the pool filter pump is not powered from the OmniLogic, it MUST be powered down separately. This will relieve pressure in the pool filtration system.

Mounting the Probe Cell

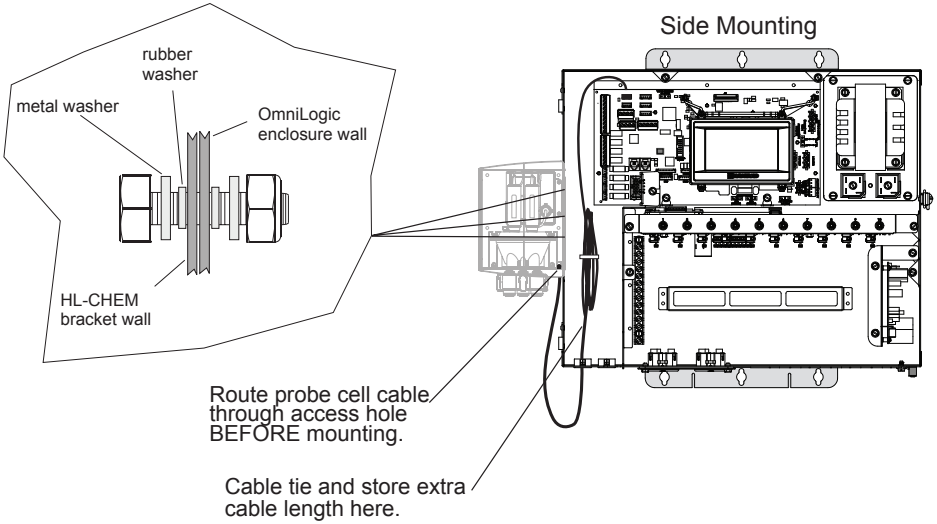
The Probe Cell can be mounted directly on the side of the OmniLogic or mounted up to 4m away (limited by length of Probe Cell cable). When mounting remotely, take into account the amount of cable needed to route through the OmniLogic.

The key to successful Probe Cell installation is in the plumbing. A pressure differential is required to allow clean, untreated water to pass through the cell and across the probes. Consider this when looking for an ideal mounting location.

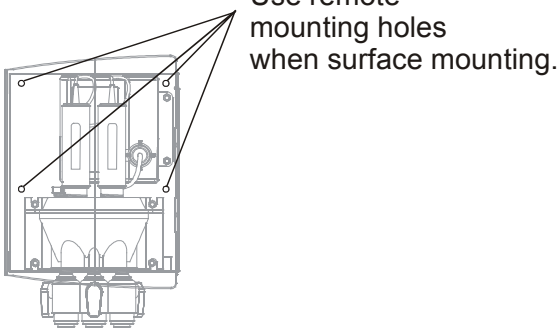
Side Mounting: Side mounting the HLCHEMAU will require drilling 3 mounting holes through the "dimples" found on the side of the OmniLogic enclosure. Refer to the diagram and steps on the following page.

NOTE: OmniLogic power feed circuits must be shut off/isolated before the enclosure can be drilled.

1) Remove door and front panel.
2) Use a 4.5mm dia. drill bit and drill through the three "dimples" on the side of the enclosure. Take care that any wires behind the enclosure wall are clear and will not be damaged by the drill bit.
3) After the holes are drilled, grind or file down any burrs and brush away any metal chips.
4) Route Probe Cell cable through access hole at bottom of Probe Cell mounting bracket.
5) Use the included stainless steel hardware to fasten the HLCHEMAU to the OmniLogic as shown below.

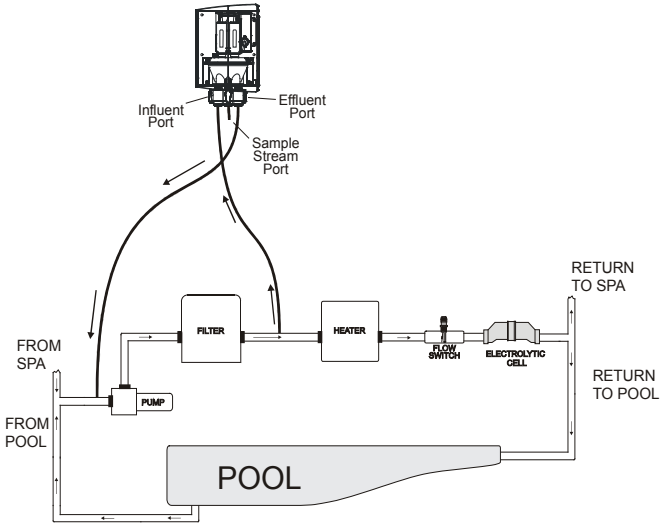


Surface mounting: The Probe Cell can be mounted up to 4m away from the OmniLogic (limited by length and routing of cable). Use the four mounting holes on the back of the bracket when surface mounting. Common wood screws can be used for most applications.



Plumbing the Probe Cell to the pool plumbing

The Probe Cell requires connection to the pool plumbing using the supplied flex tubing. Two ports on the Probe Cell, influent and effluent, are connected to the supply and return sides of the pool plumbing using the supplied Faucet Tees and fittings. Refer to the diagram and instructions below.



For the Influent line, install one of the Faucet Tees on the return side of the pool plumbing at a location just downstream of the filter, but upstream or before the chlorinator cell. Use Teflon tape on the threaded reducing bush and the tubing connector and assemble. Run flex tubing from the tubing connector to the influent Probe Cell port. Push the flex tubing all the way into the pressure fitting to seat.

Install the other Faucet Tee on the supply side of the pool plumbing as shown in the above diagram. Use Teflon tape on the threaded reducing bush and the tubing connector and assemble. Run flex tubing to the effluent Probe Cell port. Push the flex tubing all the way into the pressure fitting to seat.

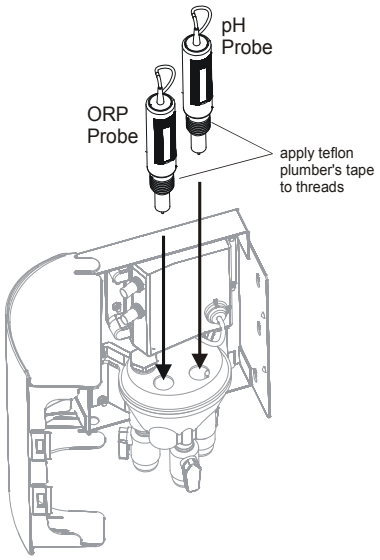
Cut a 75mm length of flex tubing and insert it into the sample stream port. This port can be used to draw water samples if needed.

If flex tubing needs to be replaced, use only 9mm UV-resistant cross-linked polyethylene tubing (PEX).

Installing ORP and pH probes to the Probe Cell

The ORP and pH probes are shipped "wet" in plastic storage caps. It's very important that the probes remain wet at all times. If the probes are allowed to dry out, they will fail and the HLCHEM-AU will be ineffective. After installation, the Probe Cell will ensure that the probes are constantly exposed to pool water. During periods when the filter pump is off (even extended periods), there should be sufficient moisture remaining in the Probe Cell to ensure that the probes are protected.

Remove the ORP and pH probes from their plastic storage caps and save the caps for future use. To ensure that the probes continue to remain wet, fill the Probe Cell with pool water before installing the probes. Apply a length of Teflon tape to the probe threads. Hand-tighten the probes only. At startup, check for leaks. If probe leaks, do not tighten more—remove and re-apply new Teflon tape.

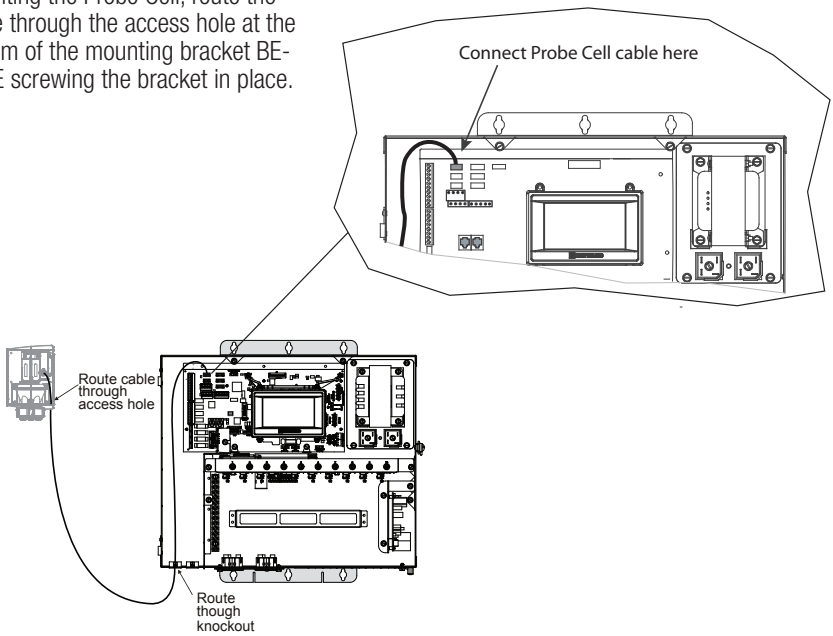


Wiring the probes to the Probe Cell

Both probes must be wired to the communication box within the Probe Cell. The probe cables use typical BNC connectors that attach to the designated connectors on the communication box. Refer to the label on the communication box for the appropriate connections. Push the connectors in and turn clockwise until locked. After connecting, route the wires in a manner where they will not interfere with the door of the Probe Cell. Save BNC connector protective covers for future use.

Wiring the Probe Cell to the OmniLogic

With power off to the OmniLogic and isolated, remove the dead front to expose the main board. Route the Probe Cell cable through an available knockout, along the low voltage channel and make the proper connection to the low speed RS-485 bus (4 pin connector) as shown below. When side mounting the Probe Cell, route the cable through the access hole at the bottom of the mounting bracket BEFORE screwing the bracket in place.



Connecting pH Dispensing Device

The 1F-CHEMPUMPPS power supply comes fitted with a flexible cord and three pin plug to make connection simple. Plug the power cord into one of the four socket outlets on the base of the OmniLogic or to one of the other GPO's controlled via one of the HV relays inside the OmniLogic. Follow the steps further on in the manual to assign which HV relay controlled socket outlet/GPO that the chemical pump is plugged into.

N.B. If the chemical pump runs constantly the HV relay has not been correctly assigned in the Configuration Wizard and needs to be rectified.

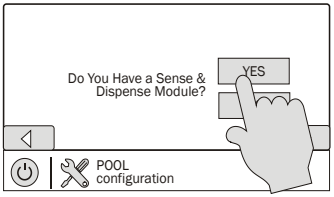
The chemical pump is designed to only pump diluted Hydrochloric Acid (HCL). For Swimming Pools applications only, dilute 33% HCL at a rate of 1:1 with water to become 16.5% HCL, and for SPA or Pool/SPA combination applications dilute 33% HCL at a rate of 1:2 (ex. 1ltr of HCL to 2ltr of water to become 11% HCL).

When diluting acid always wear Safety Goggles/Glasses, gloves, and a respirator. Remember to always add acid INTO the water. NEVER ADD the water into the acid.

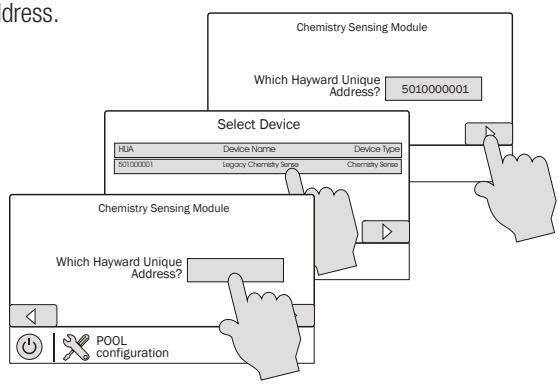
Configuring the OmniLogic

After the HLCHEMAU is mounted, plumbed and wired, the OmniLogic must be configured to use the HLCHEMAU.

Replace the dead front and restore power to the OmniLogic. At the HOME screen, go to CONFIGURATION in the BACKYARD SCREENS. Enter the CONFIGURATION WIZARD and advance through the menus until you see the screen below.

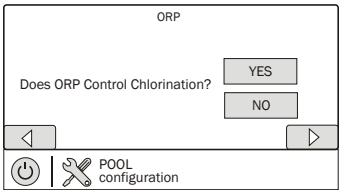


After selecting "Yes", the HLCHEMAU will be automatically discovered and you'll be prompted to select a unique address.



Pressing the box will bring you to a table which shows a list of connected devices. Selecting the HLCHEMAU from this table will automatically configure the OmniLogic to use the proper address.

The HLCHEMAU is now ready to be configured. You'll be presented with a series of screens that will require you to input desired operating parameters and settings. Refer to the related information on the following pages as you progress through the screens.

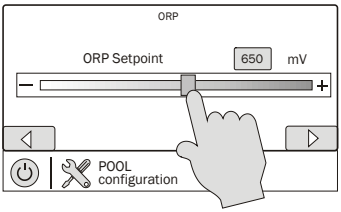


ORP Control
A Hayward AQL-CL Chlorination Kit is needed if chlorine generation is desired.

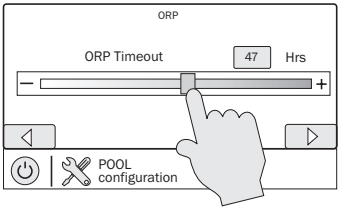
If "Yes" is selected (AQL-CL Chlorination Kit must be used): You'll automatically be asked to configure ORP settings as shown below. The OmniLogic refers to the ORP level in the pool and automatically adjusts chlorine output to maintain the desired level.

If "No" is selected, and a AQL-CL Chlorination Kit is used: After answering "No", you'll be asked if a Salt Water Chlorine Generator will be used. If you answer "Yes" to this, you'll be prompted to enter a run time %. The OmniLogic will generate chlorine for this % of time during the filter cycle. Chlorine output is based on this manual setting only. ORP level is not used to control the chlorinator output.

If "No" is selected, and a AQL-CL Chlorination Kit is NOT used: After answering "No", you'll be asked if a Salt Water Chlorine Generator will be used. When you answer "No", you'll advance directly to pH configuration.

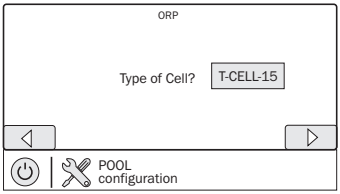


ORP Setpoint
Refer to "Controlling ORP with the OmniLogic" on page 14 for tips on determining the ORP setpoint (650mV default). The HLCHEMAU will measure the pool's ORP and generate more or less chlorine to maintain the setpoint setting. Note that the OmniLogic will attempt to maintain this level but typically the pool's ORP level will vary above this value during normal operation. The adjustable range is from 400mV to 900mV in 5mV increments.



ORP Timeout

To protect the pool, the OmniLogic control will automatically shut down ORP control and display an alarm if the HLCHEMAU runs continuously for more than the selected timeout value. This prevents a situation where the OmniLogic is constantly feeding chlorine because of a probe error or external problem with the pool. It allows the pool owner to evaluate the pool chemistry before continuing with ORP control. Select the desired timeout value.

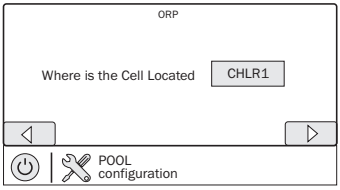


Select Cell

The OmniLogic can use the following Hayward TurboCells:

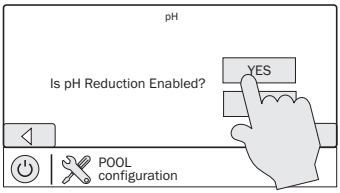
- T-CELL-15 - select when using T-CELL-15 (inc. with AQL-CL), GLX-CELL-15-W
- T-CELL-9 - select when using T-CELL-9, GLX-CELL-9-W
- T-CELL-3 - select when using T-CELL-3, GLX-CELL-3-W
- T-CELL-5 - select when using GLX-CELL-5, GLX-CELL-5-W

NOTE: Use of a non-genuine Hayward replacement salt chlorination cell on any Hayward automation or chlorination product will void the warranty for that product and could potentially damage the unit.



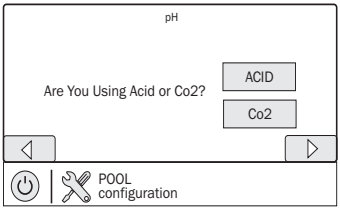
TurboCell Location

Like the HLCHEMAU, the TurboCell will automatically be sensed and you will be prompted to select the proper location. Follow the same procedure as shown on page 6.



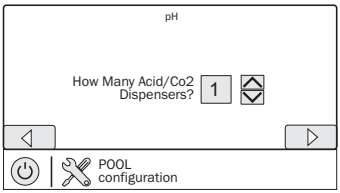
pH Control

If automatic pH reduction is desired, a dispensing device must be connected to one of the relays in the OmniLogic. If so, select "Yes" and configure pH reduction with the following screens.



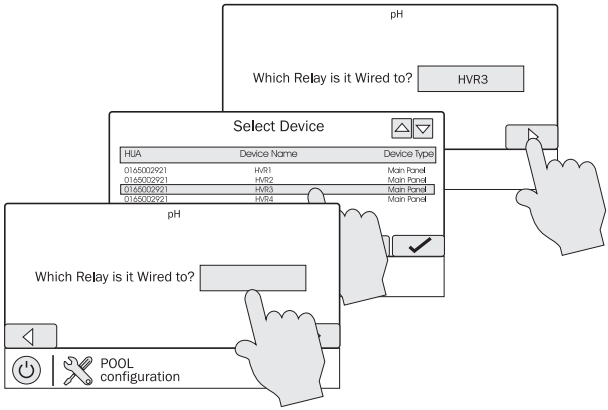
Acid or CO_2

Select the type of pH reduction that will be used.



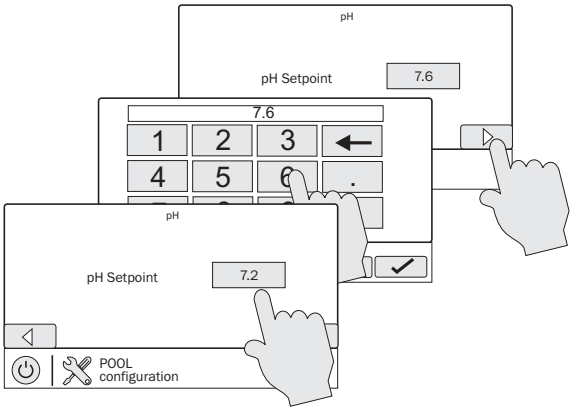
Number of Dispensers

Select the number of dispensers that are connected to the OmniLogic.



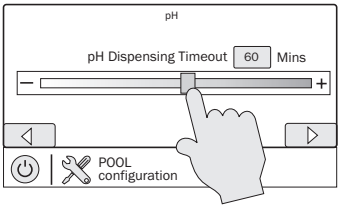
Relay Device Name

Configure the OmniLogic to use the acid or CO_2 dispenser by selecting the relay that is wired to the dispenser.



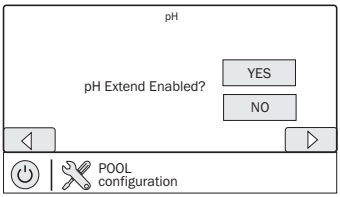
pH Setpoint

Enter the desired pH level. The OmniLogic will dispense CO_2 or acid when necessary to maintain this level. The adjustable range is from 7 to 8 in 0.1 increments.



pH Timeout

To protect the pool, the OmniLogic control will automatically shut down pH control and display an alarm if the HLCHEMAU runs continuously for more than the selected timeout value. This prevents a situation where the OmniLogic is constantly feeding acid or CO_2 because of a probe error or external problem with the pool. It allows the pool owner to evaluate the pool chemistry before continuing with pH control. The selectable range is 1-120 minutes.



pH Extend

When pH Extend is enabled, the OmniLogic control will keep the pool filter pump on regardless of its timer settings until the pH level is within its programmed parameters. The pump will continue to run and acid or CO_2 will continue to dispense until the programmed levels are reached. When the pH level reaches the setpoint, the pump will be allowed to go back to automatic control.

Operation

Before operating the HLCHEMAU, test and adjust the pool water chemistry to the recommended levels shown in the OmniLogic Owner's Manuals. This is an important step and is crucial to the successful operation of the HLCHEMAU. If using salt chlorination, adjust salt to recommended levels.

Alarms

After exiting the CONFIGURATION WIZARD, alarms for both ORP and pH will be enabled. To view alarms, click on the ALARM button found in the BACKYARD SCREENS. Refer to the OmniLogic manual for more information about alarms.

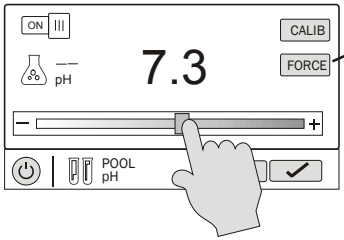
ORP Alarm

The OmniLogic will automatically set a high and low alarm for the ORP level. The high alarm point is 850mV and the low alarm point is 350mV. If the ORP level meets or exceeds these points, an alarm message will display locally and on all remote controls. Also, if the ORP level is too high, chlorine generation will shut down.

pH Alarm
The OmniLogic will automatically set a high and low alarm for the pH level. The high alarm point is 8.1 and the low alarm point is 6.9.

Settings

Although initial settings were entered during configuration, changes may be desired as pool conditions change. To quickly display and change settings, select the desired Body of Water at the HOME SCREEN then go to the SETTINGS SCREEN. Select the following:



Only appears in Service Mode.

pH Setting Adjust setpoint from 7.0 to 8.0.

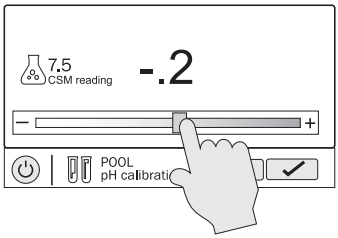
On/Off Enable and disable pH dispensing.

Force *This button only appears in Service Mode.* pH reducer is added for 15 minutes regardless of pH level and then automatically goes to Auto Sensing mode. This mode is helpful when setting up and testing the 1F-CHEMPUMPPS or other automatic dispenser.

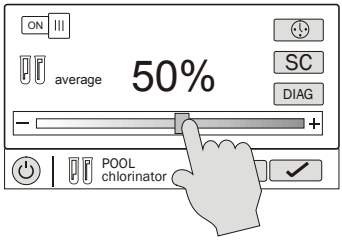
Calib pH Calibration should take place at initial setup and periodically when the pH readout doesn't match tested values.

To calibrate the pH probe, test the pH of the pool water with a dependable quality test kit after the pool pump has been running for a period of time. Always take the water sample from the Sample Stream Port on the Probe Cell as this is where the pH probe is sampling from. Hayward suggests that you take more than one test and average the results before using the value to calibrate. Compare this result to the current pH reading and enter the offset amount. If the tested value is lower than the current reading, the offset will be negative. If greater, the offset will be positive. Refer to the example below.

Current pH reading: 7.5.
Average of tested readings: 7.3.
Offset: 7.3 - 7.5 = -.2



chlorinator



ORP Setting If ORP controls chlorination (page 7), adjust setpoint from 400mV to 900mV. If ORP does not control chlorination, adjust from 0% to 100%.

On/Off Enable and disable ORP sensing and chlorine generation.

Schedule Enable and disable chlorine generation based on time. You can set a unique schedule for the chlorinator that will override filter pump settings. See the OmniLogic Operation manual for details on how to create schedules.

SC Superchlorinate allows you to select a continuous run time for maximum chlorination. Select a run time between 0-96 hours. The OmniLogic will override pump schedules and generate chlorine continuously for this amount of time.

Diag Displays electrical diagnostics for the Turbo Cell.

Controlling ORP with the OmniLogic

Follow these steps to adjust the desired ORP level:

1. IMPORTANT: Balance the pool water to the ideal levels shown in the OmniLogic Installation and Operation manuals, including pH, total alkalinity, cyanuric acid, hardness and salt level.
2. Adjust the chlorine to the ideal level as well; e.g. 1-3 ppm free chlorine. This chlorine level is what we want to maintain.
3. After allowing the system to run for 30-60 minutes, observe what the Sense and Dispense system reports as the pool water ORP level.
4. Set the ORP setpoint setting to this reported ORP level.
5. Monitor the free chlorine and ORP every day for 1 week. If adjustments to the ORP setpoint are needed, make adjustments in increments of 10 or 20 mV units—LARGE ADJUSTMENTS OF THE ORP SETPOINT SHOULD NOT BE NECESSARY IF YOU STARTED WITH A BALANCED POOL THAT HAD THE PROPER AMOUNT OF FREE CHLORINE.
6. If the system is not stabilizing (or does not seem to be stabilizing) there are 3 things you can do:
   a. Clean the probe
   b. Rebalance the pool –including the free chlorine level
   c. Check for combined chlorine—if high (>0.5ppm), shock treat with chlorine or non-chlorine shock

Controlling pH with the OmniLogic

Plaster pools and pools serviced by salt-chlorine generators typically cause a slow pH rise which must be managed. With the Sense and Dispense technology, CO_2 or acid is dispensed into the filter system's return water as needed until the pH probe reports proper pH level.

CAUTION: IF YOU CHOOSE AN ACID FEEDER FOR pH CONTROL, additional safety precautions are required to ensure that an equipment malfunction is detected. Great care must be taken when installing, maintaining and operating acid pump feed systems. Acid is dangerous to handle, and will harm people and equipment if not properly contained, transported, poured, stored, and dispensed.

CAUTION: Equipment failure can potentially cause too much acid to be dispensed into the water, causing an equipment and health hazard which would not be detectable without the use of independent pH measurement.

- For Pools, always use a 1:1 dilution of 33% Hydrochloric Acid mixed with tap water in the acid feed system.
- For Spas, always use a 1:2 dilution of 33% Hydrochloric Acid mixed with tap water (1 part acid, 2 parts water) in the acid feed system.
- CAUTION: To prevent a violent reaction, ALWAYS ADD ACID TO WATER, never add water to acid to dilute it. Some use the rhyme "Remember, do as you oughta- add acid to water"
- Strictly follow the acid vendor's safety and handling protocols including hand, body and eye protection when transferring or handling acid.
- Only use Hayward 1F-CHEMPUMPPS feed pump to keep flow rate low.
- Limit the available acid reservoir to 5lts per 12,500lts of pool water. This limits the available acid in the event that equipment malfunctions and empties the tank into the pool or spa.
- Only a properly installed and maintained system will control the pH and sanitizer levels of the water.
- WARNING: If acid is not diluted properly or the feed pump is oversized, it will overshoot the pH correction.
- At least monthly, use an independent pH and chlorine test kit to verify that pH and chlorine are at a safe level. If the probes are broken, depleted, dirty, fouled with oils, lotions, or other contaminants, they can report inaccurate results to the system causing incorrect water chemistry, which at worst, could harm people or equipment.
- Check the OmniLogic's display each day before entering the water. If there is an alarm, follow the troubleshooting guide to understand and rectify the condition. If the display is blank, or reporting a communications error, troubleshoot the equipment and rectify the failure before entering the water.
- Follow the installation checklist to verify proper operation upon installation and at the beginning of each pool season.

Maintenance

Water Chemistry

Always test water chemistry with a quality manual test kit. The HLCHEMAU provides instrument grade accuracy which exceeds that of most liquid-standard water testing kits. Therefore, it may be preferable to calibrate pH using commercially available reference solutions. Calibrate pH periodically using the method described earlier in this manual. It's important to note that changes in pH, cyanuric acid concentration, total dissolved solids, and use of additional or alternative sanitizers will all affect the primary sanitizer residual level relative to ORP. Maintain total alkalinity on a regular basis to ensure pH stability. To maintain a consistent sanitizer residual in parts per million (ppm), periodically adjust the ORP level.

Probe Maintenance

The probes must be clean and free from oil, chemical deposits and contamination to function properly. After saturation in pool or spa water, the probes may need to be cleaned on a weekly or monthly basis depending on bather load and other pool specific characteristics. Slow response, increased need to calibrate pH, and inconsistent readings are indications that the probes are in need of cleaning.

To clean the probes without running the Wizard, turn off input power to the OmniLogic. Disconnect the probe connectors from the communication box, unscrew the probe and carefully remove them from the Probe Cell. Clean the reference junction (the white ring at the bottom of the probe body) with a soft toothbrush and regular tooth paste. A household liquid dishwashing detergent may also be used to remove any oil. Rinse with fresh water, replace teflon tape on threads and reinstall probes. If properly cleaned probes continue to provide unstable readings or require excessive calibration, the probes should be replaced.

Probe Storage

Exposure to atmospheric conditions will cause the probe tips to dry out. Store the probes with the included plastic probe storage caps if removed from the Probe Cell for more than one hour. If the storage caps have been misplaced, store the probes individually in small glass or plastic containers with clean water covering the probe tips. Store probes in a location that will not be subjected to freezing temperatures.

Winterizing

The HLCHEMAU probes must be protected from freezing conditions. If the pool is winterized, plan to remove and store the probes (as described above) as part of the normal pool winterizing process. The Probe Cell and related plumbing must be drained as well. BNC connectors should be capped with the original protective covers. A winterizing kit with probe caps, BNC covers, and other necessary winterizing accessories is available to replace any missing items. Contact your local Hayward dealer for more information.

Warranty – Standard Conditions - Australia and New Zealand
Hayward Pool Products (Australia) Pty Ltd (ACN 083 413 414) ("Hayward Pool Products (Australia)") distributes Hayward Pool Products in Australia and New Zealand and provides the following warranties:

STATUTORY RIGHTS
1. The benefits to the consumer under this warranty are in addition to other rights and remedies of the consumer under the laws in relation to the goods and services to which the warranty relates; and
2. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You may be entitled to a replacement or refund for a major failure and for compensation for any other loss or damage. You are also entitled to have the goods repaired if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

LIMITED WARRANTY
Hayward Pool Products (Australia) warrants that its products are free from defects in materials and manufacture for 12 months from date of supply by Hayward Pool Products (Australia) plus 90 days to allow for installation and supply (unless otherwise specified). Hayward Pool Products (Australia) will at its discretion, except in the circumstances described below, either replace or repair any product proven to be defective during the warranty period for either materials or manufacture or alternatively pay the cost of repair or replacement within 90 days of the receipt of the defective product, barring unforeseen delays. This warranty is for domestic installation only, is personal to the original purchaser and does not pass to any subsequent purchaser(s).
To the extent permitted by law, Hayward Pool Products (Australia) will not be liable for products which fail or become defective during the warranty period as a result of freezing, accident, negligence, improper installation, water chemistry, misuse, tampering or lack of care.
To the extent permitted by law, except as set out in this Warranty, Hayward Pool Products (Australia) excludes all statutory or implied conditions and warranties and any other liability it may have to the Customer (including liability for indirect or consequential loss) that may arise under statute or at law including without limitation for breach of contract, in tort (including negligence) or under any other cause of action.
To the extent permitted by law, except as set out in this Warranty, Hayward Pool Products (Australia) limits its liability under any condition or warranty which cannot be legally excluded in relation to the supply of Goods and Services to:

1. Replacing the Goods or supplying equivalent Goods or Services again;
2. Repairing the Goods;
3. Paying the cost of replacing the Goods or of supplying equivalent Goods or Services again; or
4. Paying the costs of repairing the Goods.

Claims made for warranty, labour or infield support will not be accepted by Hayward Pool Products unless evidence is provided that installation has been completed in accordance with standard warranty conditions. Please refer to specific program document for details.

WHAT TO DO IF YOU HAVE A WARRANTY CLAIM
The faulty product is to be returned to the place of purchase, or where installed by an approved agent to an authorised warranty agent. No returns will be received directly from end consumers by Hayward Pool Products (Australia). You are responsible for arranging removal of the defective product and arranging installation of the repaired or replacement product, all transportation (and any applicable insurance costs) of transporting the product to the supplier and transporting the replaced or repaired product from the supplier. All returns are subject to Hayward Pool Products (Australia)'s written approval and must be accompanied by either:

1. A Field Inspection Report authorised by the Local Customer Service Manager or Authorised Agent; or
2. A "Return Goods Authorisation" form obtained from Hayward Pool Products (Australia) prior to shipment.

Unauthorised returns will not be accepted. All Hayward Pool Products (Australia) warranty parts taken as an across the counter warranty exchange must be held for inspection until authorisation has been given by the Local Branch Customer Service Manager to dispose of them. Hayward Pool Products (Australia) reserves the right to provide replacement or credit for any items authorised under this warranty program. All claims must be accompanied by a copy of original purchase receipt, clearly stating date of purchase. All serial numbers must place the product within the warranty period or a proof of purchase is required. No claims in respect of the product can be made after the expiration of the warranty period.

Warranty service requests can be faxed to:
Hayward Pool Products (Australia) Pty Ltd.
Fax: 1300 POOLS2 (1300 766571)
Or submitted to your local Hayward Pool Products (Australia) Branch Office.

A standard form is available to request warranty service. We will require:

- Installation contact information including address, daytime telephone numbers, home phone number, email etc.
- Complete model and serial number
- Proof of purchase (if the serial number was manufactured > 1 year ago).
- Evidence that purchase and Installation was completed in one transaction, by the one business or organisation.
- Nature of problem including specific faults and error codes

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REGISTER YOUR HAYWARD POOL PRODUCTS WARRANTY ONLINE TODAY AT: www.hayward-pool.com.au

For further information or consumer technical support, visit our website at
www.hayward-pool.com.au

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