

2025 Hayward Canada Warranty Terms

Commercial

PUMPS	FIELD LABOUR	PARTS
Single Speed HCP Commercial Pumps	N/A	1 Year*
VSP HCP Commercial Pumps **	N/A	3 Years*

*Pump/motor failures may be repaired or exchanged across the counter during the first year of warranty. Seals and O-rings covered for factory defects only.

**HCP2500/3000 VSP warranty is 4 Years parts when installed on a residential application.

HCP VARIABLE FREQUENCY DRIVE	FIELD LABOUR	PARTS
All HCP VFD Series	N/A	1 Year*

*VFD includes 2 Year extended warranty when purchased with a qualifying Commercial pump.

FILTERS	FIELD LABOUR	PARTS
HCF Fiberglass Filter (HCFXXX) [5 Years Parts -> tank]	N/A	1 Year
ProSeries Plus Semi-Commercial Sand Filters	N/A	3 Years*
HCF Cartridge Filter (HCF7030C)	N/A	3 Years*
HCF Filter Accessories (Multiport Valve Kits)	N/A	1 Year**

*Failures directly to the tank body are eligible for across the counter exchange. All other components are field repair.

**Multiport valves are covered for factory defects only.

GAS HEATERS & HEAT PUMPS	FACTORY SUPPLIED SERVICE	PARTS
Universal H-Series ASME Gas Heater	3 Years*	3 Years*
HP21404T Commercial Heat Pump	3 Years*	3 Years*
All other Gas Heaters & Heat Pumps	1 Year	1 Year

*Contact Hayward for heater service at www.hppcwarranty.ca

ROBOTIC CLEANERS	FACTORY BENCH LABOUR ONLY	PARTS
All Robotic Cleaners	1 Year*	1 Year*

*Filters and bags excluded.

SANITIZATION SYSTEMS	FACTORY BENCH LABOUR ONLY	PARTS
Saline C 6.0 & 11 Salt Chlorine Generators	N/A	2 Years*
HydroRite UVPVC	N/A	Vessel 1 Year**

*Electrodes carry a 1 Year full warranty and a prorated warranty for the second year.

**Excludes lamps (6 months only), quartz sleeves and stainless-steel insert.

CHEMISTRY CONTROLLERS	FACTORY BENCH LABOUR ONLY	PARTS
CAT Series Automated Chemistry Controllers	5 Years*	5 Years**
HCC Series Automated Chemistry Controllers	1 Year*	1 Year

*No field labour, factory repair labour only. [Submit requests at www.hppcwarranty.ca]

**Flow switches, fittings, sensors and accessories are limited to 1 Year warranty. pH and ORP probes/sensors limited to 24 months from date of installation. First character = month and Second character = year. Example, C9 = March 2009 manufacture date.

MISCELLANEOUS PRODUCTS	FIELD LABOUR	PARTS
CrystaLogic LED Lighting	None	3 Years
Flow Control	None	1 Year
White Goods (Skimmers & Suction Outlets)	None	1 Year
Spare Parts	None	1 Year

Hayward Canada Warranty and Return Policy

Should a part or product be deemed defective within the warranty period, customer shall call and ask for a RGA (Return Goods Authorization) number, and a replacement will be made available at Hayward's discretion for pick and the faulty product shall be returned within one week of RGA issuance to Hayward where it will be inspected by our quality assurance technician.

Should the part or product be deemed not covered under warranty in terms of abuse, incorrect wiring or is working properly, then a report will be issued along with a request for a P.O. # to cover the cost of the replaced part or product within one week from the date of the return of the assumed faulty part or product. The original part or product will then be made available for return.

Should there be disagreement with the finding of the inspection report, the customer representative should discuss with Commercial Sales Manager for resolution.

Note: Additional warranty terms and exclusions apply. See operations manual for complete details.

Disclaimer: All other Hayward Pool Products used in a commercial application and are not specifically indicated will have a 1-year parts only warranty.

Definition of Terms:

- Field Labour - Labour implemented by Dealer Technical staff.
- Factory Bench Labour - products returned to factory for service.
- Factory Supplied Service - HASC (Hayward Authorized Service Centre) dispatched to job site.

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