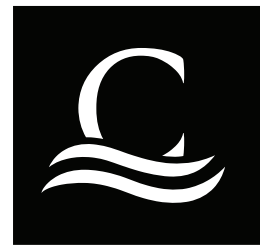


# CARVIN POOL EQUIPMENT LIMITED WARRANTY



Le Groupe VIF inc. (VIF), owner and manufacturer of the Carvin® Pool Equipment brand (“Carvin®”), gives the following written Warranty on each new Carvin branded product manufactured by and on behalf of VIF. VIF guarantees that each new product will be free from manufacturing defects in materials and workmanship for a period of twenty-four (24) months from the date of purchase, under normal use and maintenance, with the exceptions listed below.

From the date of purchase:

1. All pool structures are fully covered under warranty for five (5) years, and for the following twenty-five (25) years, are covered at fifty percent (50%) of MSRP.
2. All Skimtech 500 above ground skimmer products are covered twelve (12) months under warranty.
3. All StarJet, StarGlow and StarFall products are covered twelve (12) months under warranty.
4. All AC-DC power supplies and remote controls are covered twelve (12) months under warranty.
5. New Carvin® replacement parts sold to a customer, or installed by an authorized Carvin® retailer, are covered for three (3) months under warranty.
6. Incandescent lights are covered for ninety (90) days under warranty.
7. All residential products used in a commercial application are covered for one (1) year under warranty, unless a lesser amount of time is stated above. A commercial application is defined as any application other than a single-family dwelling.

This warranty only applies to products for which installation and all required maintenance have been performed as prescribed in their according instruction manual or were installed and serviced by a contractor who is licensed and qualified in pool equipment installation and maintenance. This warranty only applies to products purchased from an authorized Carvin® retailer, is limited to the first retail purchaser, and only during the period when the first retail purchaser occupies the dwelling where the product was originally installed. This warranty is non-transferable and does not apply to products that have been moved from their original installation site.

The liability of VIF shall not exceed the replacement of the defective product or its parts, and does not include transportation costs, costs for labor to service, repair or removal of the defective product, or any items or materials required to make the repair, nor does it include cost of installation of replacement product or parts. This warranty does not cover normal maintenance services or water chemistry analysis services that could be required in the product’s manual. VIF is not responsible for costs or delays incurred when a servicer is unable to perform service due to lock outs, animals, intolerable pool or spa water temperature when entry into pool or spa is required to perform service, service refusals, etc. No reimbursement will be made for any loss and/or usage of any kind that could result from product defect. VIF is not responsible for third-party service providers that may charge the end-user customer for parts and/or labor required to resolve any issue not covered under warranty, such as, but not limited to improper installation. This warranty does not cover product discoloration, or any other cosmetic, superficial damage or deterioration, regardless of its cause.

This warranty does not cover failures, defects, malfunctions, or complaints resulting from any of the following:

1. Failure to properly install, operate or maintain the product in accordance with Carvin® published installation, operation and/or maintenance manuals, which can be found at [www.carvinpool.com](http://www.carvinpool.com).
2. Improper equipment sizing or product misapplications.
3. The workmanship of any installer of the product.
4. Use of non-factory authorized parts or accessories in conjunction with the product(s).
5. Product modifications or adjustments that are not in accordance with Carvin® published installation, operation and/or maintenance manuals.
6. Improper maintenance of pool and/or spa chemical balance.
7. Corrosion, erosion, scaling, calcification, or other conditions caused by water hardness, chemical imbalance, or lack of product maintenance.
8. Chemical contamination or improper use of pool/spa chemicals, such as, but not limited to introducing chemicals upstream through the skimmer, or use of copper-based chemicals.
9. Abuse, damage during transit or installation, mishandling, tampering, collision, striking of object, careless use, misuse, vandalism, accident, fire, flood, storm, earthquake, power surge, lightning, pets or other animals, insects and/or their hives or nests, negligence or acts of God.
10. Any modified, altered, disassembled, or remodeled product.
11. Improper grounding and/or bonding as specified by local regulations, mis-wiring, loose wiring, cut or kinked wires, loose cable connections, incorrect wire runs, incorrect breaker size, breaker(s) in “off” position, improper wire gauge, moisture in electrical conduit, improper electrical supply, dead batteries, incorrect plumbing, inadequate size of pipe and/or fittings, cross-threading, over-tightening, under-tightening, glue drips or residue, improperly secured covers, improper valve placement or usage.

12. Freezing, corrosion, cracking, overheating, warping, flooding, moisture intrusion or any other condition caused by or related to weather, climate, improper winterization, improper equipment placement, inadequate ventilation, inadequate water circulation, roof run-off, sprinklers, irrigation systems, lights, or other products on or near the pool/spa or pool/spa equipment pad.
13. Operating the product at water flow rates below minimum or above maximum specifications. Operating any product or piece of equipment including, but not limited to, pumps, with insufficient quantities of water.
14. Dirty, clogged, blocked, covered, or obstructed plumbing, chlorine generator cells or sensors, pump strainer baskets, pump impellers, or filter elements.
15. Collateral damage caused by failure of any component including O-rings, pump strainer baskets, DE grids, sand filter laterals, or cartridge elements.
16. Corrosion or rust to pool wall caused by improper installation, lack of maintenance, or leakages including, but not limited to the water return, water return light, skimmer, liner perforation or liner bead track.
17. Absent or inadequate cove installation as per the instruction manual for all types of pool structure.
18. Any repairs required as a result of the failure, breakage, careless use, misuse, improper installation, or lack of maintenance of another pool equipment or accessories, such as, but not limited to the liner, ladder, skimmer, water return, water return light, or winter cover.
19. Any damage occurred during shipping.

This warranty is the only and entire written warranty given by VIF for its products. No retailer, or his representative or employee, is authorized to extend, enlarge, or make any other warranties on behalf of VIF by any written or verbal statement or advertisement.

The provisions contained in this written warranty are not intended to limit, modify, take away from, disclaim or exclude any warranties set forth in or the operation of The Consumer Products Warranties Act, 1977 (Saskatchewan), The Consumer Product Warranty and Liability Act (New Brunswick), The Consumer Protection Act (Quebec), or any other similar provincial, State, or federal legislation.

For warranty consideration, you must first contact your original authorized Carvin® dealer or distributor, and provide the following information: proof of purchase, model number, serial number, date of retail purchase, and date of installation. Any defect must be reported to an authorized Carvin® dealer or distributor within 72 hours to avoid potential breakage to other equipment, otherwise the warranty will not be honored.

If the original authorized dealer or distributor is permanently unavailable, you can contact Carvin® technical support department by email at [help@carvinpool.com](mailto:help@carvinpool.com), or by calling our Technical Support Department at 1.450.250.4500 ext. 631, or toll free at 1.866.979.4501 ext. 631.

All returned parts must have a Returned Material Authorization number to be evaluated under the terms of this warranty.



**Le Groupe VIF Inc.**

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[www.carvinpool.com](http://www.carvinpool.com)

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