

Warranty

2 YEARS WARRANTY POLICY

In application of the terms of Legislative Royal Decree 1/2007 of 16 November which approved the Revised Text of the Consumer and User Protection Act, BWT offers a two-year product warranty to consumers from the date on which they are delivered by the vendor, subject to the terms and conditions described in this warranty and without prejudice to the terms of the Royal Decree. This warranty will be valid in all Member States of the European Union, subject to the legal limitations in each country where it is enforced, in accordance with the rules for application. The legal warranty covers all components elements and accessories, including power supplies, pumps, motors, electric wires, brushes, belts, handles, wheels, bags, remote controls and other product components .

Warranty Conditions:

Products may be covered under the legal and sales warranties as long as the problem is reported by the consumer within two months of becoming aware of it. In order for the warranty to apply, the consumer must contact:

- i) Contact with the Authorized Technical Assistance Service referred in the attached list and they will inform you about the procedure, or
- ii) Call the vendor from whom the product was purchased, who will provide you with further information. Authorized Technical Assistance Service BWT recommends (but does not require) that maintenance and repairs be performed by an Authorized Technical Assistance Service of BWT. If the products are assembled, disassembled, handled and/or repaired by anyone who is not an Authorized Technical Assistance provider, the legal or sales warranties will NOT apply. The warranty will NOT be harmed in cases of DIY repairs as detailed and recommended in the instruction manual. This warranty covers the repair or the return and replacement of the product as mandated by law.

All repairs covered under the warranty must be performed by a Technical Assistance Service authorized by BWT. The agents, representatives or distributors, DO NOT have the authority to increase or alter the obligations of the warranty in the name and on behalf of BWT.

Exclusions:

Under no circumstances will the legal or sales warranty provided by BWT be applicable when the defect or malfunction of the product is due to :

- i) Unauthorized modifications of the product ;
- ii) Misuse, abuse or negligence ;
- iii) Damages caused by force majeure or fortuitous events;
- iv) Use of salt water levels, higher than 5,000 ppm (0.5%)
- v) The failure to perform the preventive maintenance indicated in the instruction manual;
- vi) Use of the product in anything other than private, residential pools.

Furthermore, BWT will not be liable under any circumstances and neither the legal warranty nor the sales warranty will apply, for any damages that may or will occur to any pool, including pool's plaster or pool's vinyl liner, by reason of the use and/or operation of the BWT pool cleaner.