

Warranty Coverage:

AquaStar Pool Products ("AquaStar") warrants to the original purchaser that Pipeline Filters (Model Numbers: PLF27000, PLF35000) will be free from defects in materials and workmanship under normal use conditions. This warranty is valid for one year from the date of original purchase and is contingent upon verification of the unit's serial number.

Exclusions:

This warranty does not cover:

- Damage due to improper installation, accidents, misuse, abuse, or neglect.
- Routine maintenance, cleaning, or normal wear and tear.
- Non-compliance with provided instructions.
- Any unit that has been altered or modified.

Remedy:

Should a defect, malfunction, or failure occur within the warranty period under normal use, AquaStar reserves the right to evaluate the situation and, at its discretion, take appropriate corrective action, which may include repair or replacement of the defective product.

Claim Process:

To ensure efficient handling of your warranty claim, please adhere to the following procedure:

1. **Initial Contact:** Email us directly at warranty@aquastarpoolproducts.com to initiate your warranty claim. Please include in your email:
 - The serial number on the Pipeline Filter.
 - Proof of purchase.
 - Photos or videos clearly showing the defect.
2. **Verification of Purchase:** Once we receive your email, AquaStar will verify the purchase details and the product's serial number to confirm eligibility under the terms of this warranty
3. **Assessment of Claim:** We will assess the provided evidence to determine the extent of the defect or malfunction.
4. **Resolution:** Based on our assessment, AquaStar will determine the appropriate corrective action, which may include repair or replacement of the defective product. We will communicate the decision and subsequent steps directly through email or phone call, ensuring a transparent and prompt resolution.

Extended Warranty for Pipeline Filters:

The warranty period extends to three years from the date of purchase when a Pipeline Filter is installed alongside an AquaStar's Pipeline Pump. This extension applies only under the conditions of the standard warranty.

Conditions for Extended Warranty Eligibility:

For the warranty to apply, both units must be installed at the same time. The serial numbers of both units must be provided at the time of a warranty claim.