



# 15 YEAR LIMITED WARRANTY

## For all AT550 Model Series Swimming Pool/Spa Heat Pumps with Titanium Tube Heat Exchanger

This warranty applies to Aquatherm Models AT550 with Titanium heat exchangers purchased for use on swimming pools, spas or hot tubs and installed in the continental United States manufactured after January 1, 2008. This warranty is to the original purchaser on whose premises the heat pump is originally installed. This warranty shall begin upon the date of purchase, verified by the owner's proof of purchase documents or, in lieu of owner's documents, sixty days from the date of manufacture.

### AQUATHERM WARRANTS THESE UNITS AS FOLLOWS:

Full 1 year on all parts and labor

5 years on the compressor part only

15 years on the heat exchanger titanium tubing part only

The full warranty term includes parts and onsite labor charges to remove, replace or repair defective components or failure due to workmanship. Aquatherm reserves the right to replace defective parts with new or refurbished parts at our discretion. This warranty does not include consumables (including but not limited to refrigerant), transportation charges for equipment or component parts to or from Aquatherm. The owner shall be responsible for any travel charges imposed by the warranty center or service agent.

*See back of this document for warranty claim instructions.*

**Please fill out the following information in its entirety for proper warranty registration. Detach the card, affix proper postage and send via U.S. mail.**

Owner Name		
Address		
City	State	Zip
Owner Phone	Subdivision	
Model #	Serial #	Install Date
Installer Name	Installer Phone	

**4. WHAT IS NOT COVERED**

- A. This warranty does not apply to any heat pump which has not been installed and maintained in strict compliance with Aquatherm's installation and operating manuals and instructions for this model and/or applicable ordinances or codes.
- B. This warranty does not apply to conditions resulting from misuse, neglect or accident, or to heat pumps that have been damaged by extraordinary or abnormal weather conditions or other cause, thing, person or act of God.
- C. This warranty does not include the repair of damage caused by improper water flow to the heat pump, improper power supply voltage, damage or symptoms caused by external control devices, damage to any internal piping or components from the effects of freezing conditions or damage from rust or corrosion.
- D. This warranty does not apply to conditions resulting from attempts at repair or alteration by anyone other than a person authorized by Aquatherm to perform such repairs or alterations. Unauthorized service voids this warranty.
- E. This warranty does not apply to any heat pump on which the serial number/date code label has been altered, defaced or removed.
- F. No particular level of thermal performance or savings in fuel costs is warranted.
- G. This warranty does not cover installation plumbing, accessories or any component or part which is not part of the heat pump.
- H. Aquatherm, or its distributors or dealers will not be liable for consequential damages such as damage to your home, inconvenience and loss of time or use of your pool/spa heat pump as a result a warranty issue.
- I. Aquatherm will not be responsible for the costs associated with the investigation or analysis of an alleged defect or any repair charges for claims which are not covered by this warranty.

**5. WARRANTY CLAIM INSTRUCTIONS**

To obtain service on the heat pump, you must contact AQUATHERM (not the installer) and provide the specific nature of the defect or malfunction. To expedite the process, have model and serial number of the unit, and installation date available for Aquatherm's customer service representative. Failure to provide notification within thirty (30) days after the discovery of the defect may void the warranty. Continuing to operate the unit after a defect is discovered may void the warranty. Within a reasonable period from the time Aquatherm has been notified, Aquatherm will provide a repair or replacement in accordance with this warranty. To verify that the warranty is still in effect, you must furnish evidence of the date of completion of installation to Aquatherm. Return of the warranty registration card is not a condition of coverage under this warranty, but its prompt return may eliminate the need to establish further proof of purchase. If you are unable to provide Aquatherm with proof of date of installation, determining warranty eligibility will be based on the manufacturing date of the heat pump.

**6. ARBITRATION**

In the event there is any legal dispute regarding this matter, binding arbitration venue will be Lee County, Florida.

**7. NO OTHER EXPRESS WARRANTIES**

This is the only warranty given to you covering this product. No other warranty, written or verbal, shall be binding on Aquatherm Heat Pumps.

If you have any questions regarding this warranty, contact the service department at Aquatherm Heat Pumps,

2213 Andrea Lane, Fort Myers, FL 33912

**1-888-297-3826 or 239-482-0606**

**or visit [www.aquathermheatpumps.com](http://www.aquathermheatpumps.com)**

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Place
Stamp
Here

To: Aquatherm Heat Pumps  
2213 Andrea Lane  
Fort Myers, FL 33912