



a FLUIDRA company

June 1, 2019

Pool Supply Distributor:

We are pleased to present you with guidelines for processing warranty claims on our products, including Zodiac, Jandy®, Nature2®, and Polaris®. If you have any questions or concerns about the instructions that follow, *please contact your local Zodiac Service Manager.*

### **Product-Related Guidelines**

- Prior to any exchange, and while the original product is still installed, we prefer...
  - that the pool owner or dealer contact a Zodiac contracted independent service company (CSC) to attempt a repair (to find a CSC, please visit [www.zodiac.com](http://www.zodiac.com), or contact your local Zodiac Service Manager), and/or
  - that the dealer contact a Zodiac Service Manager to discuss alternatives to an “over the counter” exchange, or
  - that the pool owner or dealer contact Zodiac Technical Support at 800-822-7933 to attempt troubleshooting
  
- The following whole goods may *not* be exchanged over the counter without prior authorization\* from your local Zodiac Service Manager:
  - Filter pumps and water feature pumps
  - Filters
  - Heaters and heat pumps
  - Controls (such as AquaLink® RS systems)
  - Salt water chlorine generators (including FUSION SOFT)
  - Levolor® systems
  - Automatic pool cleaners
  - Waterfalls

*\*Authorization = a Zodiac Service Manager’s signature on our Warranty RMA Request form, or a detailed note on the form that includes the following: The date and time that a Zodiac Service Manager provided verbal authorization, the name of that Service Manager, and the name of the distributor staff member who obtained the authorization.*

- The following whole goods may be exchanged without prior authorization:
  - Accessories (as listed in our Product Catalog)
  - Booster Pumps
  - Valves (Neverlube only; please note that as with all of our products, the warranty is not transferable)
  - Lights
  - Nature2® (other than FUSION SOFT)

All whole goods will be part for part exchanges only. No warranty credits will be issued. In addition, all warranted whole goods must be returned to Zodiac.

- Zodiac CSCs should rarely, if ever, exchange product or parts over the counter.**

### **Claim Submission**

- Submit claims within **30 days** of customer product return, utilizing our Warranty RMA Request form (see page 3 of this document). All fields are *required, including a new field for dealer contact phone number.* Incomplete forms will delay processing. If you would like a copy of the form in Excel format, please send a request to [warrantyRMAvista@zodiac.com](mailto:warrantyRMAvista@zodiac.com).



a FLUIDRA company

- ❑ We prefer to issue credits instead of sending replacement product (regardless of the brand or product type). The exception is whole goods, for which replacements will be sent in lieu of credit. This allows us to differentiate between routine ordering patterns and warranty replacement needs, which optimizes our demand planning to help keep these fast-moving products in stock.
- ❑ In most cases, we will ship replacement for any product upon request. Please indicate your preference on the RMA form. As noted on the form, you can email your claim to [warrantyRMAvista@zodiac.com](mailto:warrantyRMAvista@zodiac.com), fax to 760-477-6218, Attn: Warranty, **or you may submit your claim using our online form at <https://www.zodiac.com/en/united-states/contact/warranty-rma-request>.**

#### **Product Return and Inspection Procedures**

- ❑ A current list of products that should be returned to Zodiac is published at the link provided above. To assist you, when we send an RMA request form back to you with a Zodiac RMA number, *at least one of the following letters will be noted next to each item on the form:*
  - R (return)
  - S (scrap/discard)
  - I (inspect — *on occasion*, we will arrange for a Zodiac Service or Sales Manager to inspect a product)

#### **UPDATED Warranty Information**

- ❑ To be covered under warranty, most Zodiac products must be installed by a licensed and qualified contractor. As with all of our products, the warranty is not transferable. Please see our attached Limited Warranties for details.
- ❑ An important reminder: Warranty is far more than a matter of time frame. In other words, a date of purchase or installation only provides part of the picture. Pool owners should expect to be charged for service calls and replacement parts required to resolve issues that are not covered under warranty. To list just a few examples, Zodiac cannot be held responsible for installation errors, improper water chemistry, misuse or misapplication, lack of maintenance, or problems created by weather or climate. Please see the complete warranty for more details.
- ❑ An important reminder: Zodiac does not offer a limited warranty for Jandy branded products purchased through the Internet or other e-commerce platform, with the exception of Jandy branded valves, parts, and accessories.

I hope that these guidelines help you efficiently process warranty claims for our products. Thank you for your cooperation, and for your ongoing support.

Sincerely,

Jill Rooks  
Director of Customer Experience  
[jill.rooks@zodiac.com](mailto:jill.rooks@zodiac.com)

Bill Gaias  
National Service Manager  
[bill.gaias@zodiac.com](mailto:bill.gaias@zodiac.com)