



5 YEARS PARTS LIMITED WARRANTY

2 YEARS LABOUR LIMITED WARRANTY

This warranty applies to the models purchased in 2023 in USA only

TTI Fabrication guarantees this pool heating equipment against all manufacturing defects for the periods mentioned above. If this device is found to have material or manufacturing defects during this period, the consumer's only recourse for product repair or replacement will to abide by the terms and conditions listed below.

THE LIMITED WARRANTY THAT IS THE OBJECT OF THIS DOCUMENT IS THE SOLE WRITTEN WARRANTY RELATIVE TO YOUR TTI HEAT PUMP. ALL IMPLICIT WARRANTIES DICTATED BY APPLICABLE LAWS, INCLUDING IMPLICIT WARRANTIES RELATIVE TO MERCHANDISE QUALITY OR TO A SPECIFIC USAGE, WILL BE LIMITED TO THE TIME LIMITATIONS QUOTED IN THIS WRITTEN WARRANTY. CERTAIN JURISDICTIONS EXCLUDE TIME LIMITATIONS WITHIN AN IMPLICIT WARRANTY: IT IS THEREFORE POSSIBLE THAT CERTAIN TIME LIMITATIONS QUOTED BELOW MAY NOT APPLY TO YOUR PARTICULAR CASE.

DAMAGES LISTED BELOW ARE EXCLUDED FROM THIS LIMITED WARRANTY:

1. No charge repairs are limited to 100km from the point of sale of the heat pump. If the product requires warranty work and is installed at more than 100km from a service center, we either could require that you pay the difference for travel time past 100km or you pay for shipping fees to send the heat pump to the manufacturing plant for warranty service.
2. The warranty is void if repairs are performed by someone other than a technician certified by TTI Fabrication.
3. The refrigerant gas is not covered under the warranty
4. This warranty does not cover damages caused by corrosion or frost. The titanium is covered against corrosion but is not covered for damages caused by freezing.
5. Damages caused by water flows below 57 liters per minute (15 US gallons) and above 300 liters per minute (80 US gallons) are not covered by this warranty.
6. Damages caused by water pressure exceeding 2 bars (30 PSI) circulating in the heat pump are not covered by this warranty.
7. Replacement of parts that have been rendered nonfunctional or have been damaged due to incorrect installation, negligence, improper use or abuse by an individual, who is not certified by the manufacturer, is not covered by this warranty.
8. The TTI heat pump is designed for use with in-ground or above-ground pools only. If the device is used for any other purpose than its intended and prescribed use, the device's owner discharges the manufacturer from any and all responsibility. Any use other than that which is recommended by the manufacturer will void all warranties.
9. This warranty excludes any and all responsibility for personal injury and/or material damages and/or any other indirect or ancillary damage, regardless of the cause. This warranty is not transferable to another home owner or address.
10. A proof of purchase could be requested to perform warranty work. Make sure to keep your pool heat pump documents and proof of purchase so they can be easily retrieved for warranty verification. This warranty is transferable to the new occupant of the original address of installation, administrative charges of \$70.00 plus applicable taxes will be requested for information update.
11. Under no circumstances shall TTI Fabrication be held responsible, by virtue of contract, of legal liability or of any other legal concept, for economic, monetary special, fortuitous or consequential damages, even after having been advised of the possibility of recourse against such losses. Certain jurisdictions do not allow the exclusion or limitation of fortuitous and consequential damages: it is therefore possible that certain measures may not apply to your particular case.

LABOR WARRANTY EXCLUSIONS

The labor warranty is only valid if there is a defective part on the heat pump. There is no warranty on labor if there is no defective part on the heat pump.

Here are some examples of labor not under warranty:

1. The heat pump was not installed properly (electricity and/or plumbing)
2. A neighbor complains about the noise from the heat pump and after verification from our technician, the noise is normal. Some cities have restrictions on noise level usually at a certain distance from your neighbor's property line.
3. After sending our technician, there is nothing wrong with the heat pump and it is working normally.

WARRANTY CONDITIONS AND CLAIM PROCESS

No claims under this warranty will be recognized unless the registration form has been filled out and received by TTI Fabrication within thirty (30) days of date of purchase (except Quebec & California). The warranty registration should be filled online at www.ttifab.com/service/basic_warranty. The individual who purchased the heat pump is the only one who can submit a claim under the terms of this limited warranty. Any and all claims against TTI Fabrication will be limited to manufacturing defects, in accordance with the provisions of this limited warranty. For this product to be repaired or replaced within the time limits of this warranty, the request must be authorized by our Customer Service Centre.

You can reach our Customer Service Department at (450) 646-3960 during normal business hours

Fill out a service call directly via internet at the following address:

www.ttifab.com/service_form

When you submit a claim, make sure that you always include the product's serial number, a proof of purchase indicating the date of purchase, the retailer's name as well a brief description of the problem you are experiencing. TTI Fabrication reserves the right to repair or replace any and all defective or used part(s) covered under this limited warranty, and to return them to the owner, who will be responsible for shipping costs (C.O.D.). TTI Fabrication will, under no circumstances, be held responsible for any other warranty or representation made by third parties (individuals or companies) beyond the terms explicitly outlined in this limited warranty. This warranty confers certain specific legal rights to the owner. You may be allowed additional rights, which may vary from one jurisdiction to the other. This product is intended for sale in Canada exclusively. Your heat pump is not covered by this warranty outside of Canada. Your TTI swimming pool heat pump is protected by both Canadian and American patents.



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