



**MR. PERFECT
INVERPAD TURBO POOL HEAT PUMP**

WARRANTY CERTIFICATE & REGISTRATION

5/12 YEAR LIMITED WARRANTY – Mr Perfect is supplied with a 5-Year Parts only Warranty extended to 12-Years on the Heat Exchanger and Compressor. Applicable to UK Mainland only.

The liability of the manufacturer shall not exceed the repair or replacement of defective parts and does not include 1) any costs for labour to remove and reinstall the defective part, 2) transport costs to and from the factory and 3) any other materials required to make the repair. All replacement parts, including freight, are to be invoiced and credited upon inspection and fault verification of returned goods to Paramount Pools Ltd, Head Office.

All warranties are limited to the first retail purchaser and are not transferable, nor does it apply to heat pump(s) that have been moved from their original installation site. The warranty will commence on proof of sales invoice date or commission date.

The warranty does not cover failures or malfunctions resulting from any of the following:

1. Failure to properly install, operate or maintain the product in accordance with our published "installation & instruction manual" provided with the product.
2. The workmanship of any installer of the product.
3. Improper maintenance of the water chemical balance exceeding the following levels pH levels between 7.2 and 7.8. Total Alkalinity (TA) between 80 to 120 pm. Free Chlorine between 0.5 to 3 mg/l. Total Dissolved Solids (TDS) less than 1200 ppm. Salt maximum 35000 ppm]
4. Abuse, alteration, accident, fire, floods, rodent or insect damage or acts of God.
5. Scaling, Freezing or other conditions causing inadequate water circulation.
6. Operating the product at water flow rates above or below the published minimum and maximum specifications.
7. Use of non-factory authorised parts in conjunction with this product.
8. Chemical contamination or improper use of sanitising chemicals, i.e. introducing chemicals upstream of the heater or through the skimmer.
9. Overheating, incorrect wiring runs, improper electrical supply, collateral damage caused by failure of O-rings, DE grids or cartridge elements or damage caused by running the pump with insufficient water flow.

This is the only warranty given by the manufacturer. No one is authorised to make any other warranties on our behalf.

Any extended warranty purchased is the sole responsibility of the local distributor (Paramount Pools Ltd) in conjunction with the authorised pool dealer.

3-YEAR LABOUR WARRANTY – an optional three-year labour warranty can be purchased to undertake all incurred labour expenses to repair or replace faulty goods. This warranty must be purchased separately by the retailer at the same time the heat pump is acquired. The warranty will commence on proof of sales invoice date or commission date. Applicable to UK Mainland only.

5-YEAR LABOUR WARRANTY – an optional five-year labour warranty can be purchased to undertake all incurred labour expenses to repair or replace faulty goods. This warranty must be purchased separately by the retailer at the same time the heat pump is acquired. The warranty will commence on proof of sales invoice date or commission date. Applicable to UK Mainland only.

WARRANTY CLAIM & SERVICE

For prompt warranty/ service consideration, please contact the pool dealer/retailer from whom you purchased the heater. If they are not able to assist, please fill in our online form here: <https://www.paramountpools.co.uk/swimming-pool-equipment/pool-heating/heat-pumps/mr-perfect/warranty-claim/>

Please do not contact us by telephone, we are unable to offer telephone support directly to consumers. Paramount has a number of affiliated refrigerant and electrical engineers who will respond directly.

Please do not attempt to modify or mend a fault without prior permission as this may invalidate the warranty.