



Manufacturer's Warranty

Auto Pool Reel (hereinafter referred to as APR) warrants each new Auto Pool Reel or Auto Pool Roller, when installed for and under normal residential use to be free from defects in material and workmanship for a period of two (2) years from the date of purchase. This limited warranty is valid to the original purchaser of the product when paid for in full. This warranty is not assignable or transferable to any subsequent purchaser or user and applies only when the product is purchased through an APR authorized dealer or distributor.

APR will, at its option, repair or replace free of charge any part which, upon examination, inspection and testing by APR or an APR Authorized Distributor is found to be defective. Shipping & handling charges on product submitted for repair or replacement under this warranty is the responsibility of the purchaser. Any equipment or component that the purchaser claims to be defective must be examined by the nearest APR Authorized Distributor.

This warranty shall come into effect upon the registration of the warranty registration form provided. The product warranty registration form must be submitted to APR within thirty (30) days of purchase. The warranty period will commence from the date of purchase as indicated on your paid receipt.

All warranty claims must be submitted as set forth within this document.

If you suspect or notice manufacturing defect(s) in your Auto Pool Reel or Auto Pool Roller, please notify APR by email at techsupport@autopoolreel.com of the claimed defect(s) within thirty (30) days of discovery of said defect(s)

This written notification must include a description of the defect(s), the address of the installed Auto Pool Reel or Auto Pool Roller, plus a copy of the paid receipt. Any repairs or attempted repairs made before APR inspection and/or authorization may void the terms of this warranty.

If after inspection by APR, it is determined that said defect(s) is covered by this warranty, APR shall deliver to you refinished, repaired or new components to remedy the defect.

APR reserves the right to discontinue and make changes to any of its components. In the event that components covered by this warranty are not available, APR shall have the right to substitute.

The Warranty Registration Form below must be completed and emailed to info@autopoolreel.com within thirty days (30) days of purchase to register and validate this warranty.

Warranty Registration Form

Email: _____ Order No. _____

PURCHASER: _____ PHONE NUMBER: _____

STREET: _____ CITY: _____

STATE/PROVINCE/COUNTRY: _____ ZIP/POSTAL CODE: _____

Auto Pool Reel Auto Pool Roller

General Provisions

No warranty herein contained shall apply when damage or repair is caused by any of the following:

- a) Over-spooling the pool cover resulting in excess tension between the edge guides and reel.
- b) The use of a solar cover that is thicker than 16 mils (0.016") or pool blanket stiffer and heavier than a 16 mils solar cover.
- c) Any defect in the product arising from any changes or modifications made to the system as originally supplied by APR.
- d) Improper operation, installation and/or system configuration other than defined in the manuals provided.
- e) Unit submerged or partially submerged in water (A-Frames and/or Edge Guides).
- f) Improper operation or maintenance as defined in the owner's manual supplied.
- g) Exceeding prescribed operating limits for chemical or temperature exposure as defined in the operating instructions.
- h) Application of paints, varnish, cleaners or other harmful compounds.
- g) A-Frames, Edge Guides, Tube set breakage, damage and/or scratches from abusive or abrasive cleaning and use.
- h) Cosmetic damage, including normal wear and tear as applied in a residential use.
- i) Any defect arising from excessive wear and tear, willful damage, negligence, abnormal working conditions, failure to follow the manufacturer's instructions (whether oral or in writing), misuse or alteration or repair of the product without the manufacturer's approval.
- J) Any outstanding invoices or payments applicable to the original purchase order including any shipping charges and/or installation charges not paid.

Please Note:

Any repaired or replaced component supplied by APR to correct the defect(s) will be warranted for the unexpired portion of the original Manufacturer's Warranty and shall not be deemed to have been warranted from the date warranty work was performed or completed. Repair or replacement does not extend the duration of the Manufacturer's Warranty.

Normal weathering and aging of existing components will preclude a perfect color-match of repaired or replaced components.

This warranty does not extend to parts, materials or equipment not manufactured by APR, in respect of which the purchaser shall only be entitled to the benefit of any such warranty or guarantee as is given by the supplier's original manufacturer.

The warranty herein is exclusive, and APR makes no other warranty of any kind whatsoever expressed or implied. APR expressly disclaims that it makes any warranty as to merchantability, fitness for a particular purpose, or otherwise. No agent, employee, or representative of APR has the authority to bind APR to any affirmation, representation, or warranty concerning APR's products or parts, except as stated herein.

Repair or replacement as provided under this warranty is the exclusive remedy for the customer. In no event shall APR be liable for any harm, injury, incidental, consequential, indirect, special, or punitive damages of any nature, including and without limitation, to lost revenues, or profits, or any other damage, whether based in contract, tort or otherwise.

This warranty is not applicable to, and APR shall have no obligation to repair or replace, components or parts which show evidence of damage caused by improper installation, accident, abuse, misuse, neglect, vandalism, fire, lightning, wind, earthquake, flood, hailstorm or natural disasters or any other incidental consequence of the use of the product other than the original intended use for a residential swimming pool application as described herein.

Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation of incidental or consequential damages may not apply to you. This warranty gives you specific legal rights and you may also have other rights, which may vary, depending of jurisdictions.

Return Policy

- a) Any order cancelled and returned to APR must be done within 60 days from the date of purchase and will be subject to a minimum 25% inspection, testing, re-boxing and re-stocking fee plus the cost of any damaged parts received.
- b) No returns will be accepted for items modified or customized by the customer or returned to APR more than 60 days from the date of purchase.
- c) Customers are responsible for the shipping and handling charges and all return shipping costs.
- d) No credits are issued on shipping and handling costs.
- e) All returned items must be returned in their original packaging.
- f) The customer is responsible for any damage that occurs during return shipment.
- g) Returned items received back damaged will not be credited.