Madimack Limited Warranty

This is a Limited Warranty. It is in addition to, and does not limit, your rights under applicable Canadian consumer protection laws.

Warrantor: Madimack Electric Inc. ("Madimack") — 1200 - 215 Rue Saint-Jacques, Montréal QC H2Y 1M6, Canada.

Coverage area: This warranty applies only to products purchased new and installed in Canada (all provinces and territories). This warranty applies to residential installations. For commercial installations, see applicable conditions in the Warranty Schedule.

How to Read This Warranty

This warranty applies in all provinces and territories of Canada. A clause with no label applies to every customer. A clause labelled "Applicable to all of Canada, except Québec" does not apply to Québec customers. An indented paragraph labelled "Applicable to Québec" tells Québec customers what applies to them instead of the clause above it or, where it says "in addition", on top of it. If your province or territory is not named, the clause applies to you as written, together with your statutory rights.

Québec customers should read these clauses in particular:

- Extension of the warranty period
- Freight
- Service call fees
- Parts and repair availability
- Limit on damages
- Other warranties and statements by dealers
- Governing law
- Transfer of the warranty
- Exclusions
- Claim evidence
- Legal warranties and notices (see the Québec section)

What's Covered

Warranty is for components that fail because of a manufacturing defect.

Installation, winterization, internal servicing, and repairs must be performed by suitably qualified and licensed person(s).

Routine owner maintenance is strictly limited to non-invasive, external care tasks explicitly specified in the product’s user manual—specifically: cleaning external strainer baskets and filter media; inspecting, cleaning, and lubricating accessible external o-rings; inspecting external plumbing fittings; and maintaining balanced pool water chemistry within recommended ranges.

Owner maintenance does not include opening, removing, or dismantling cabinet housing or access panels, servicing or cleaning internal heat exchangers/coils, opening electrical control boxes, adjusting pressure switches, or modifying sealed refrigeration circuits. These tasks must be done by suitably

qualified and licensed person(s). Damage or component failure caused by anyone else doing them is not covered (see Exclusions).

Suitably qualified and licensed person(s) — Means a person or company that holds every licence, certificate, registration and permit that the law of the province, territory or municipality where the work is done requires for the type of work performed (for example electrical, refrigeration and air conditioning, or plumbing work), carries out the work in line with the applicable codes (including the Canadian Electrical Code as adopted where the product is installed) and the manual supplied with the product, and can show proof on request.

Where local law does not require a licence for part of the work, the work must still be done by a suitably qualified person who follows all installation, clearance and operating requirements in the product's installation manual.

Typical coverage includes:

- **Pool pumps:** Motor, housing, drivers, shaft seals, or internal components that fail prematurely due to manufacturing defects.
- **Filters:** Filter tank cracks or structural failure due to a manufacturing defect. Filter media, cartridges, and grids are wear items — see Costs, Consumables & Wear Items below.
- **Heat pumps:** Heat exchangers, controls, or other components that fail due to a manufacturing defect.
- **Pool cleaners:** Motors, drive systems, and electronic components that fail due to a manufacturing defect.

Warranty Remedy: Subject to your statutory rights described below, Madimack's sole obligation under this warranty is, at its option, to repair or replace the defective part or component. Whether a part or component is repaired or replaced is decided by Madimack, depending on the laws that apply where the product is located and the circumstances of the claim. The costs and items this warranty does not cover are listed under Exclusions below.

Extension of the Warranty Period

Applicable to all of Canada, except Québec: Repair or replacement of a part does not extend or restart the original warranty period.

> **Applicable to Québec:** The duration of this warranty is extended by the time during which Madimack or the merchant has had the goods, or a part of the goods, in its possession to perform this warranty, or because the manufacturer has recalled the goods or a part of them.

Freight

Applicable to all of Canada, except Québec: Freight, handling and transportation costs for shipping replacement parts or equipment under this warranty are not covered by Madimack and are the responsibility of the equipment owner, except where provincial or federal law requires Madimack to cover them. Madimack will also cover reasonable shipping costs in these cases:

- **Initial Delivery / Out-of-Box Defect:** Claims where the product or component is proven to be defective, damaged, or non-functional directly upon initial delivery or installation (Dead on Arrival).
- **Fulfilment Error:** Instances where Madimack dispatches an incorrect part or non-conforming equipment model variant.

- **Statutory Warranty Obligations:** Claims where mandatory provincial law requires Madimack or the seller to pay transportation, or to repair the product where it is located, for example because of its size, weight or installation.

Applicable to all of Canada, except Québec: In all other cases, the owner is responsible for freight charges, except where provincial or federal law requires otherwise.

> **Applicable to Québec:** In accordance with Québec consumer protection legislation, Madimack assumes all reasonable transportation, shipping, or freight costs necessary to perform repairs or provide replacement parts under this warranty.

Service Call Fees

There is no charge to you for a service call to repair a defect covered by this warranty or by a statutory warranty. A service call fee of $150 CAD, including applicable taxes, applies only if you request a service call, Madimack's service technician's written inspection report finds that the problem is not a manufacturing defect covered by this warranty (e.g., *improper installation, external electrical/plumbing issues, or lack of maintenance*) and is not covered by any statutory warranty, and you were told of the fee and accepted it before the visit was booked. You may request a copy of the report. If your dispute of the finding is upheld, Madimack will refund the fee.

> **Applicable to Québec, in addition:** The same rule applies. The fee is fixed at $150 CAD, including applicable taxes, and is the only charge for a service call under this warranty. Madimack remains responsible for performing this warranty when it uses a third-party service company. Nothing in this warranty limits your right to dispute the technician's finding before a court or with the Office de la protection du consommateur.

Warranty periods: Warranty lengths for parts and labour vary by product; see the Appendix: Warranty Schedule (also at madimack.com/ca) for the exact period that applies to your product. The Warranty Schedule forms part of this warranty. Pool heat pumps purchased new in Canada on or after October 1st, 2026 are covered for six (6) years, as set out in the Warranty Schedule. The warranty periods in the Warranty Schedule are Madimack's express warranty periods. They are separate from, and in addition to, your statutory rights.

Warranty begins on the date of purchase, and proof of purchase date is required to make a claim.

Warranty registration: Registering your product on the Warranty Registration page at madimack.com/ca is optional. Registration keeps your proof of purchase on file and helps us process claims faster. It is not a condition of this warranty. Not registering does not affect your rights under this warranty or your statutory rights, as long as you can show the date of purchase.

Parts and Repair Availability

Applicable to all of Canada, except Québec: Madimack guarantees that replacement parts, repair services, and the information, technical manuals, and documentation necessary to maintain or repair its products will be available at a reasonable price for the longer of three (3) years and the 'All Parts' or 'Parts' period shown in the Warranty Schedule for your product, counted from the date of purchase. For service or parts, contact Madimack Canada Support at support.ca@madimack.com or +1 833 995 3013. This does not limit your statutory rights.

> **Applicable to Québec:** Madimack makes every effort to make replacement parts, repair services and the information necessary to maintain or repair its products available to consumers. However, in accordance with section 39 of the Consumer Protection Act (Québec) and sections 79.18 to

79.20 of the Regulation respecting the application of the Consumer Protection Act, Madimack does not guarantee the availability of replacement parts, repair services, or the information, technical manuals, and documentation necessary to maintain or repair its products. For service or replacement parts, contact Madimack Canada Support at support.ca@madimack.com or +1 833 995 3013.

For more information on consumer warranties in Québec, visit the website of the Office de la protection du consommateur at Québec.ca/garanties-consommateur.

Your Statutory Rights

This warranty is in addition to, and does not limit, exclude or replace, any warranty, condition, right or remedy that applies to you under the consumer protection and sale of goods laws of your province or territory and that cannot be waived or limited by contract. If any provision of this warranty conflicts with those laws, those laws prevail to the extent of the conflict.

Limit on Damages

APPLICABLE TO ALL OF CANADA, EXCEPT QUÉBEC: TO THE EXTENT PERMITTED BY APPLICABLE LAW, MADIMACK IS NOT LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND ARISING FROM THE USE OF, OR INABILITY TO USE, THE PRODUCT, INCLUDING BUT NOT LIMITED TO DAMAGE TO POOL SURFACES, DECKING, LANDSCAPING, ELECTRICAL WORK, PLUMBING, AUXILIARY POOL EQUIPMENT OR OTHER PROPERTY, OR LOSS OF WATER, CHEMICALS, OR TIME. THIS EXCLUSION DOES NOT APPLY TO DAMAGES FOR PERSONAL INJURY.

Some provinces and territories do not allow the exclusion or limitation of incidental or consequential damages, so the above exclusion may not apply to you.

> **Applicable to Québec:** Madimack's liability is not excluded or limited in this way. Nothing in this warranty excludes or limits liability that cannot be excluded or limited under Québec law.

This warranty gives you specific legal rights, and you may also have other rights, which vary from province to province.

Other Warranties and Statements by Dealers

Applicable to all of Canada, except Québec: Except for statements that the law treats as warranties, such as statements in Madimack's written materials or advertising, this is the only written warranty given by Madimack. No dealer, distributor, installer, or other party is authorized to make any other warranty on Madimack's behalf. This does not affect your statutory rights, which also apply against the seller and, where the law provides, against the manufacturer.

> **Applicable to Québec:** Written or verbal statements about the goods made by Madimack or its representatives, and any warranty mentioned in a statement or advertisement by Madimack, are binding on Madimack. A representative is a person acting for Madimack, or a person regarding whom Madimack has given reasonable cause to believe that the person is acting for it.

Applicable to Québec: Legal Warranties and Notices

For consumers in Québec, the Consumer Protection Act (Québec) grants statutory legal warranties free of charge on goods purchased or leased from a merchant. These include guarantees that goods be fit for the ordinary purposes for which they are used, and that they be durable in normal use for a reasonable length of time, having regard to their price, contract terms, and conditions of use. These statutory legal warranties

may be exercised against the merchant or the manufacturer, and nothing in this express warranty limits or reduces them.

Madimack's express warranty schedule provides six (6) years of coverage for new pool heat pumps purchased in Canada on or after October 1st, 2026, including those delivered in Québec. This express warranty coverage applies separately from, and in addition to, any general statutory legal warranties available under Québec law. Where Québec law grants a legal warranty of good working order for a product, it applies automatically, is free of charge, and nothing in this warranty limits it.

Governing Law

This warranty is governed by the laws of the province or territory in which the product was purchased and the federal laws of Canada applicable there. This does not limit any right you may have under a mandatory consumer protection law of your province or territory that cannot be waived by contract.

> **Applicable to Québec, in addition:** For purchases in Québec, this warranty is governed by the laws of Québec and the federal laws of Canada applicable there.

Transfer of the Warranty

This warranty extends only to the original retail purchaser, is not transferable to any subsequent owner, and applies only at the product's original installation address. This does not affect any right a subsequent owner has by law against the manufacturer or seller.

> **Applicable to Québec, in addition:** The legal warranties in the Consumer Protection Act (Québec) may be exercised by a subsequent purchaser of the goods against the merchant or the manufacturer.

Exclusions

This warranty does not cover the following, or defects or damage caused by them:

Installation & Sizing

- **Improper installation:** (e.g., failure to maintain required unit clearances for airflow, incorrect electrical phase or breaker sizing, missing check valves, or improper plumbing alignment that puts stress on internal headers and connections).
- **Improper sizing:** (e.g., thermal capacity mismatch where a unit is severely under-specced for total water volume or environmental heat load, resulting in continuous runtime failure or compressor burnout).
- **Damage occurring during transit, delivery, or installation, prior to startup:** (e.g., dropped units, forklift punctures, site handling dents, or scratches occurring before initial power-on).

Water Chemistry & Environment

- **Freezing:** (e.g., internal coil or titanium heat exchanger rupture caused by failure to properly winterize, drain, or protect equipment during sub-zero temperatures).
- **Improper pool water chemistry — corrosion, erosion, scaling, calcification, or other conditions caused by unbalanced water chemistry:** (e.g., pitting or destruction of heat exchanger tubes, seals, or housings due to pH below 7.2, sanitizer levels above the limit stated in the product manual, or total alkalinity outside the recommended range).

- **Recommended ranges:** pH 7.2–7.8 (ideal 7.4–7.6); Total Alkalinity 80–120 ppm (100–150 ppm for vinyl pools); Calcium Hardness 200–400 ppm; Cyanuric Acid 0–100 ppm; Total Dissolved Solids under 1,500 ppm (excluding salt).

Use, Maintenance & Modifications

- **Unauthorized modifications or hardware tampering:** (e.g., hardwiring smart controllers that are not listed as compatible in the product manual, bypassing safety pressure/flow switches, or altering internal PCB wiring).
- **Unauthorized software, firmware, or IoT tampering:** (e.g., flashing unofficial firmware, or connecting automation interfaces or API integrations that are not listed as compatible in the product manual, where this causes erratic equipment behaviour or component failure).
- **Normal wear and tear:** (e.g., gradual performance degradation resulting from standard aging and operational cycles).
- **Failure to maintain the equipment:** (e.g., condenser coils choked with debris, leaves, or pet hair restricting airflow; dirty strainer baskets; or blocked filter elements causing thermal overload and efficiency collapse).
- **Damage caused by the use of parts or accessories that are not suitable for the product, or by service performed by anyone other than suitably qualified and licensed person(s):** (e.g., installing replacement control boards, fan motors or other parts that do not meet Madimack's published specifications for the product).
- **Failure to have a heat pump serviced at least once every 12 months by suitably qualified and licensed person(s):** (e.g., missing annual professional refrigeration, electrical, and performance checkups).
- **Operating the product outside its published flow rate, voltage, or environmental specifications:** (e.g., water flow rates exceeding maximum or falling below minimum manufacturer limits, electrical voltage fluctuations outside the allowable ±10% tolerance, or operating units outside published ambient air temperature ranges).
- **Continued use of the product after you discovered a fault:** (e.g., running a pool pump making severe bearing grinding noises or operating a heat pump throwing persistent error codes until total catastrophic motor/compressor burnout occurs).
- **Repairs, modifications, or dismantling not carried out by suitably qualified and licensed person(s):** (e.g., uncertified handymen opening sealed refrigeration circuits, brazing refrigerant lines, or tampering with high-voltage electrical panels).

Accidents & Force Majeure

- **Accidental damage, fire, storms, or other acts of God:** *(e.g., lightning strikes, floods, wind-blown debris or tree branches impacting cabinet housing, or vehicle collisions)*.
- **Damage from external power surges or problems with the electrical supply:** *(e.g., blown internal transformers or fused control boards caused by utility grid spikes, lightning, or unstable generator power without proper surge suppression)*.
- **Damage caused by running equipment without adequate water flow, where the lack of flow was not caused by a defect in the product:** *(e.g., closed isolation valves, dry-firing a pool pump, or operating a heat pump without a primed pump or with a severely clogged filter causing high-pressure trips and locked-rotor conditions)*.
- **Physical damage, abuse, or negligence:** *(e.g., vandalism, kicking/hitting unit housing panels, dropping tools onto coils, or failing to protect equipment from construction dust and debris)*.

Cosmetic Condition

- **Product discolouration or other cosmetic or superficial condition, regardless of cause:** *(e.g., UV fading of plastic cabinet panels, paint weathering, surface oxidation, or minor cabinet scratches that do not impair the structural integrity or functional operation of the unit).*

Costs, Consumables & Wear Items

- **Labour, except during the parts-and-labour period shown in the Warranty Schedule:** (e.g., technician hourly repair labour after the labour period has ended). A service call to repair a covered defect remains free of charge, as set out under Service Call Fees.
- **Refrigerant required to complete a repair:** *(e.g., gas refills, recovery charges, or leak-test gas where refrigerant loss is due to external physical damage, environmental corrosion, or non-manufacturing causes).*
- **Other consumables required to complete a repair:** *(e.g., PVC cement, thread sealants, heat-shrink tubing, cable ties, or system flush chemicals).*
- **Consumable and wear items**, including o-rings, seals, gaskets, basket strainers, pump mechanical seals, filter cartridges and elements, and cleaner wear parts, except where they show a defect in materials or workmanship at the time of installation.

Routine inspection, lubrication, and replacement of consumable and wear items is the owner's responsibility as part of normal maintenance.

> **Applicable to Québec, in addition:** Exclusions do not cancel your legal warranties. Whether an exclusion applies is decided on the facts of your claim. Nothing in this warranty limits your right to have the matter decided by a court or to contact the Office de la protection du consommateur.

How to Make a Warranty Claim

To request warranty service, contact Madimack Canada Support at support.ca@madimack.com or +1 833 995 3013, or contact your installing dealer. Notify Madimack within a reasonable time after you discover a fault. Madimack will reply to your claim in writing within a reasonable time (typically within 5 to 10 business days), confirming the next step and the expected repair timeframe. Repairs under this warranty will be carried out within a reasonable time.

You will need to provide:

- the original proof of purchase showing the date of purchase;
- the product model and serial number; and
- proof of proper installation:
  - For equipment requiring licensed installation (such as heat pumps, hardwired pumps, or gas/refrigeration connections): proof that the product was installed by suitably qualified and licensed person(s), including their business name, contact details, licence/registration number where required by law, installation date, and invoice; or
  - For work that local law does not require to be licensed: proof that it was done by a suitably qualified person (business name, contact details, installation date and invoice), and clear evidence (such as photos, commissioning notes, or plumbing/electrical specifications) that the installation meets the requirements in the product’s installation manual.

On request, you must also provide, within a reasonable time:

- evidence that the installation meets the installation and operating requirements in the manual supplied with the product at the time of purchase, such as the installer's start-up or commissioning record, photographs of the installation, and the electrical and plumbing details;
- water chemistry test records, maintenance records and, for heat pumps, annual service records for the period before the fault;
- photographs or video of the fault and of the product's serial number label;
- access for Madimack or its service company to inspect the product and the installation; and
- the failed part, returned with a Goods Return Authorization (GRA) number provided by Madimack (subject to the terms in the Freight section above).

Do not repair, modify or dismantle the product before contacting Madimack. A claim will not be approved until the information above is provided. If Madimack asks for it in writing, telling you what is missing, and it is not provided within 30 days of the request, Madimack may decline the claim under this warranty. This does not affect your statutory rights.

> **Applicable to Québec, in addition:** Your legal warranties under the Consumer Protection Act (Québec) do not depend on providing this evidence. Madimack will give you a reasonable time to provide it before declining a claim. Nothing in this warranty limits your right to dispute the decision before a court or the Office de la protection du consommateur.

A Goods Return Authorization (GRA) number is required before returning any product or part for warranty evaluation.

This warranty statement is effective as of October 1st, 2026 and supersedes all prior versions. The version posted at madimack.com/ca at the time of your purchase governs your warranty.

Appendix: Warranty Schedule

Pool Heat Pumps - Purchased from October 1st, 2026

Heat Pump Model	Heat Exchanger*	Compressor	All Parts	On-Site Labour
InverELITE V2	25 years	10 years	6 years	6 years
InverTITAN	25 years	6 years	6 years	6 years
InverECO	25 years	6 years	6 years	6 years

Pool Heat Pumps - Purchased Before October 1st, 2026

Heat Pump Model	Heat Exchanger*	Compressor	All Parts	On-Site Labour
InverELITE V2	25 years	10 years	4 years	4 years
InverTITAN	25 years	5 years	3 years	3 years
InverECO	25 years	5 years	3 years	3 years

Pool Pumps

Pool Pump Model	Parts	On-Site Labour
InverFLOW ECO	3 years	1 year
InverFLOW PRO	4 years	1 year
InverFLOW PLUS	5 years	5 years

Pool Filters

Pool Filter Model	Tank	Parts	On-Site Labour
EliteClear Media Filter	10 years	1 year	1 year
Multiport Valve		1 year	1 year

Robotic Pool Cleaners

Robotic Pool Cleaner Model	Parts	On-Site Labour
GT Freedom	3 years	N/A
GT Freedom Mini	2 years	N/A

* Madimack warranty is from the date of purchase for service and warranty claims.