Madimack Limited Warranty

This is a Limited Warranty, as defined under the Magnuson-Moss Warranty Act.

Warrantor: Madimack Global LLC — 1851 Patterson Av, Deland, FL 32724

Coverage area: This warranty applies only to products purchased new and installed in the 50 United States and the District of Columbia.

What's Covered

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

Installation, winterization, and repairs must be done by a professional. Routine owner maintenance, such as cleaning strainer baskets and filters, inspecting and lubricating o-rings, and maintaining water chemistry, may be performed by the owner.

Professional Installation — Defined as product installation by a professional who is licensed or certified in pool equipment installation by the jurisdiction where the product is installed, where such a state or local licensing requirement exists. Where no such requirement exists, the installer must be a professional with sufficient documented experience in pool equipment installation and maintenance, who charges a fee for their services and possesses a business license and/or contractor's license.

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 Consumable & Wear Items below.
- **Heat pumps:** Heat exchangers, controls, or other components that fail due to a manufacturing defect.
- **Salt chlorine generators:** Cell and electronic control 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: Madimack's sole obligation under this warranty is, at its option, to repair or replace the defective part or component. Except as stated below for the parts-and-labor period, this warranty does not cover labor, service call fees, shipping or freight, refrigerant, or other consumables required to complete a repair. Repair or replacement of a part does not extend or restart the original warranty period.

Warranty lengths for parts and labor vary by product; see the Warranty Schedule in the Appendix at the end of this document for the exact period that applies to your product.

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

Consumable & Wear Items

Consumable and wear items — including o-rings, seals, gaskets, basket strainers, pump mechanical seals, filter cartridges and elements, and cleaner wear parts — are not covered under this warranty except where they show a defect in materials or workmanship at the time of installation. Routine inspection, lubrication, and replacement of these items is the owner's responsibility as part of normal maintenance.

ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THIS WRITTEN WARRANTY.

Some states do not allow a limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

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, OR OTHER PROPERTY, OR LOSS OF WATER, CHEMICALS, OR TIME. THIS EXCLUSION DOES NOT APPLY TO DAMAGES FOR PERSONAL INJURY.

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

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

This is the only warranty given by Madimack. No dealer, distributor, installer, or other party is authorized to make any other warranty on Madimack's behalf.

Governing Law: This warranty is governed by the laws of the State of Florida, without regard to its conflict-of-law principles. This does not limit any right you may have under a mandatory consumer protection law of your own state that cannot be waived by contract.

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 warranty may be void for any of the following reasons:

Installation & Sizing

- Improper installation
- Improper sizing
- Damage occurring during transit, delivery, or installation, prior to startup

Water Chemistry & Environment

- Freezing
- Improper pool water chemistry — corrosion, erosion, scaling, calcification, or other conditions caused by unbalanced water chemistry
- 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 1,500ppm (excluding salt).

Use, Maintenance & Modifications

- Unauthorized modifications
- Normal wear and tear
- Failure to maintain the equipment
- Damage caused by the use of parts or accessories not authorized by Madimack, or by service performed by anyone other than a qualified professional
- Operating the product outside its published flow rate, voltage, or environmental specifications

Accidents & Force Majeure

- Accidental damage, fire, storms, or other acts of God

- Damage from power surges or electrical problems
- Damage caused by running equipment without adequate water flow
- Physical damage, abuse, or negligence

Cosmetic Condition

- Product discoloration or other cosmetic or superficial condition, regardless of cause, is not covered by this warranty

How to Make a Warranty Claim

To request warranty service, submit a claim through our Support Request page at madimack.com/us/support-centre or contact your installing dealer. You'll need to provide: the original proof of purchase showing the date of purchase, the product model and the serial number.

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 1, 2026 and supersedes all prior versions. The version posted at madimack.com/us at the time of your purchase governs your warranty.

Appendix: Warranty Schedule

The warranty periods below form part of this Limited Warranty.

Pool Heat Pumps

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

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

Pool Pumps

Pool Pump Model	Parts	On-Site Labor
InverFLOW Eco	3 years	1 year
InverFLOW Plus	5 years	5 years

Salt Systems

Model	Parts	On-Site Labor
InverCHLOR	4 years	1 year

Pool Filtration

Model	Tank	Parts	On-Site Labor
EliteClear Media Filter	10 years	1 year	1 year
EliteClear Cartridge Filter	3 years	1 year	1 year
EcoSpin Pre-Filter		2 years	1 year

Robotic Pool Cleaners

Robotic Pool Cleaner Model	Parts
Madimack GT Freedom	3 years

Vume Pool Lighting

Model	Parts	On-Site Labor
Nicheless Light	3 years	1 year
10" Pool Light	3 years	1 year
6" Spa Light	3 years	1 year