TEAM HORNER
Employee Owned

AquaCal
SWIMMING POOL/SPA HEAT PUMPS

NATIONAL HEAT PUMP WARRANTY

This Limited Warranty applies to the following models (all versions and voltages) purchased through an authorized dealer and installed inside the contiguous United States after Jan 1, 2025. This warranty shall begin upon the date of purchase as verified by the owner / operator's proof of purchase documents. In lieu of owner documents, the warranty initiation date shall be sixty days (60) from the date of manufacture (as verified by factory production records).

AquaCal® (hereafter referred to as "Manufacturer") warrants the following models (hereafter referred to as "product"), to the original owner and installation site, to be free of material or workmanship defects for a limited term.

Use QR Code to Register Product

HeatWave SuperQuiet® SQ140R, SQ160R, SQ200R
HeatWave® HW160R
TropiCal® T60, T70, T100, T130
TropiCool® TC1000, TC1500

TERM	COVERAGE
Years 1-3	Parts and Labor
Years 4-5	Limited Parts Warranty [1, 2]
Limited	ThermoLink® Titanium Heat Exchanger [3]

[1] Trip and shop supply fees are waived during years 1-3. Once the Limited Parts warranty applies (years 4–5), a trip and shop supply fee may apply to each service call.
[2] The Limited Parts Warranty covers the compressor, heat exchanger, and evaporator coil.
[3] Includes a limited lifetime (part only) warranty of the titanium tubing of the patented ThermoLink® Titanium Heat Exchanger.

1. This warranty includes parts and on-site labor charges to repair or replace failed product due to workmanship defects.
2. This warranty does not include transportation charges for product or parts to, or from, the Manufacturer. The Owner / Operator shall be responsible for any travel charges imposed by the warranty center or servicing agent.
3. At its sole discretion, the Manufacturer reserves the right to replace defective parts with new or refurbished replacement parts. Replacement parts provided under warranty are covered for one year (parts) and ninety days (labor) or until the end of the original warranty term, whichever is greater.
4. At the option of the Manufacturer, the Owner may be required to return the product to the factory, freight prepaid, to provide warranty service. This may become necessary if the product was installed or shipped in an area not supported by a Factory Authorized Service Center.
5. Claims for warranty reimbursement must have prior authorization by the Manufacturer and be performed by a qualified service technician.
6. Authorized dealers that carry OEM parts and are listed as having qualified service technicians on staff for service repairs are listed on the website shown at the bottom of this document.
7. The use of parts that do not meet OEM specifications, certifications, performance, fit and / or compatibility when servicing this equipment will void this limited warranty.
8. This warranty is applicable only if the product has been installed, operated, and maintained expressly and completely in accordance with the product's Owner / Installation manual. These documents are available online at the Manufacturer's website indicated at the bottom of this document.
9. This warranty is in lieu of all other warranties, expressed or implied, written or oral.
10. The liability of the Manufacturer shall not exceed the repair or replacement of defective parts under the referenced limited warranty term.
11. This warranty shall not include applicable consumables. (Consumables can include but are not limited to the refrigerant, glue, and brazing / welding gases & material)
12. This warranty does not include damage due to freezing conditions, negligence or abuse, installations in corrosive environments or atmospheres, nor acts of God.
13. There are no implied warranties of merchantability or fitness for a particular purpose that apply to this product. Under no circumstances shall the Manufacturer be liable for any loss, damage, or injury, whether direct, consequential or incidental, arising out of the use or inability to use this product.
14. In addition, each pool / spa has its own individual requirements. This limited warranty does not warrant that this product will supply 100% of those requirements. This includes heating or cooling requirements for heat pump products.
15. No dealer, distributor, or other similar person has any authority to make or extend any warranties or representations concerning Manufacturer's products beyond the express terms contained herein. Manufacturer assumes no responsibility for any warranties beyond the expressed terms contained in this limited warranty. Customer releases and holds Manufacturer harmless from any claims stemming from any unauthorized representations.
16. This limited warranty is for product installed and used in swimming pools and spas only. Installation and use in any other application voids this warranty unless specifically authorized by the Manufacturer.
17. This warranty applies to outdoor, ground level installations accessible with a cart, hand truck, or forklift through an opening greater in width and height than the installed unit. Special equipment required to access or replace equipment including but not limited to, ladders, lifts, forklifts, cranes, or other specialty equipment is solely the responsibility of, and must be provided, by the owner.
18. Any additional costs incurred to service the unit, including but not limited to tolls, bridge fees, or ferry charges, are the responsibility of the owner. Special municipality licensing requirements, and/or access passes, including community or development access, are solely the responsibility of the owner and must be coordinated, and provided prior to the service appointment.
19. The foregoing limited warranty gives the Customer specific legal rights that may vary from state to state, and accordingly, some of the listed conditions and exclusions may not apply to Customers living in certain states. Any dispute between Customer and Manufacturer will be settled by binding arbitration, conducted in Pinellas County, Florida, under the rules of the American Arbitration Association, and an award of attorney's fees and costs will go to the prevailing party.

www.AquaCal.com/request-heat-pump-service/