



## WARRANTY AND CLAIM PROCEDURES FOR POOL PRODUCTS

### Steps, ladders and parts warranty

The product warranty is 1 year from the date of purchase against manufacturing defect. The warranty does not cover if:

- The damage results from to improper installation or misuse of the product;
- The damage results from abnormal water chemistry that may affect or alter the product (excessive use of salt or an abuse of chemicals near the step);
- The damage results from improper storage or failure to remove the step from the pool during winter (in areas where frost occurs);
- Maintenance is neglected or not done with adequate products.

The warranty does not cover damage to your pool liner. To prevent damage or injury, you must inspect the step and hardware for sharp edges and remove, using a file, prior to placing the step in the pool.

### Lighting system for above-ground pool steps warranty

InnovaLite 9010, 9018 and 9080 systems' warranty is 90 days from date of purchase against manufacturing defect.

InnovaLite Bluetooth 9015-RGB-BT system's warranty is 1 year from date of purchase against manufacturing defect.



**Reminder:** Have you confirmed that the InnovaLite app is installed and activated?

### Lumi-O pool lighting system warranty

#### In-ground pool

- LED and Conventional light: 3 years from installation date by a Lumi-O technician
- Remote control, transformer, breaker, and installation: 1 year
- Labour: 1 year
- Service call: 1 year on replaced parts
- No warranty on light bulb

#### Above-ground pool

- LED and Conventional light: 2 years from installation date by a Lumi-O technician
- Remote control, transformer, breaker, and installation: 1 year
- Labour: 1 year
- Service call: 1 year on replaced parts
- No warranty on light bulb

## Claim procedures

You are invited to use the **online claim form** for any service call about your pool products. Please include photos and identify your products to help us follow up efficiently. To do so, please make sure you have a copy of your proof of purchase and the invoice number related to your claim.

**Link to the form:**

**<https://www.innovaplas.com/en/service-call-canada>**

**Password to access the form: abc123**

Once submitted, you will receive an automated confirmation email with your claim number. You may use your claim number for further reference.

## Questions?

Contact us via email ([claimcan@innovaplas.com](mailto:claimcan@innovaplas.com)) or by phone at 450 565-5544, ext. 217.