Warranty memo

Service center website bestwaycorp.az

Steps to follow to obtain warranty service

1. Identify the product's SKU number
2. Check out the instructions on how to locate the serial number
3. Send a claim to service@bestwaycorp.az

Documents required:

- Photo of purchase documents
- Photo of the defect
- Photo of the serial number and SKU number of the product
- Photo of the general appearance of the product

* Instructions on how to locate the serial number are available at:
Or https://bestwaycorp.az/support/instructions-on-how-to-find-the-article/serial-number

Only components with manufacturing defects will be replaced

Warranty products and accessories

The warranty period begins on the date of purchase of the Product

FAST SET™ INFLATABLE POOLS	180 days	SWIMFINITY WAVE GENERATOR	365 days
FRAME POOLS	180 days	FLOWCLEAR™ CHLORINE DISPENSER	365 days
CARTRIDGE FILTER PUMPS	365 days	SPLASH IN SHADE PLAYING POOL	180 days
SAND FILTER PUMPS	365 days	HYDRIUM™ STEEL-WALLED POOLS	365 days
WATER HEATERS	365 days	HYDRO-FORCE™ STAND-UP PADDLEBOARDS	365 days
LAY-Z-SPA™ INFLATABLE SPA	365 days	HYDRO-FORCE™ BOATS, the following SKUs only: 65046, 65047, 65049	180 days
INFLATABLE WATERPARKS	180 days	AQUATRONIX™, AQUAROVER™ and AQUAGLIDE™ CORLDESS ROBOT VACUUM CLEANERS, the following SKUs only: 58482, 58620, 58622	365 days
WATER PARK AIR BLOWER	365 days	LAY-Z-SPA ENTERTAINMENT CENTER	180 days
SURFBOARD	365 days		

The Service Center will send the replacement components to your specified address after confirming the defect

Working hours:
October through April: 9:00am. to 3:00pm, May through September: 9:00am. to 6:00pm, Saturday and Sunday - days off

service@bestwaycorp.az
www.bestwaycorp.az

Handling rules

HOW TO CONTACT BESTWAY SERVICE CENTER

1. Check the warranty period for your defective product in the table below.
2. Make sure your product is covered by warranty
3. This warranty does not cover any damage or defects in the following cases:
   - 3.1 The product has mechanical damage (cracks, chips, cuts, holes, etc.).
   - 3.2 The product has been subjected to aggressive environmental factors (hail, thunderstorm, hurricane, etc.)
   - 3.3 The product has failed because of a force majeure (fire, flood, earthquake, etc.)
   - 3.4 The product has failed due to accidental external factors (power surges, etc.)
   - 3.5 The product has been handled, stored, operated or installed improperly
   - 3.6 The defects are the result of unauthorized repairs or modifications of the product
   - 3.7 Foreign objects (liquids, insects, etc.) have gotten inside the product
4. Make sure the warranty period has not expired by checking the table below
5. Please contact a Bestway Service Center:
   - 5.1 Enter the respective data in the warranty claim form (that was received earlier or provided by the Service Center in response to your email)
   - 5.2 Attach photos and documents requested in the warranty claim form, in separate files
   - 5.3 Send the respective letter with attached photos and documents to the Service Center to service@bestwaycorp.az
   - 5.4 If the defect is determined to be in materials and workmanship, the Service Center will send you a new product or component to replace the defective ones.
6. Your claim will be considered within 10 business days.

You may be denied service or replacement if you fail to provide all the necessary information.

**For the full version of Bestway's warranty policy, see:*
https://bestwaycorp.az/support/bestway-warranty-policy

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Warranty periods

Category	Subcategory	Warranty period	Note
Above-ground pools	Hydrium™ steel-walled pools	1 year	
	FAST SET™ fill & rise pools (size limitation – see note)	6 months liner / 1 year pump	Only for 183 x 51 cm and larger pools
	SPLASH IN SHADE play pools	6 months	
	POWER STEEL™ frame pools	6 months	
	SPLASH frame pools	6 months	For pools manufactured in 2019 only
	STEEL PRO™ frame pools	6 months liner / 1 year pump	Except SKUs 56432, 5618T
	STEEL PRO™ MAX frame pools	6 months liner / 1 year pump	
	STEEL PRO™ Oval Pools	6 months liner / 1 year pump	
	Rectangular frame pools	6 months	
	Rattan frame pools	6 months	
	FAST SET™ Splash and Play Pools	No	
	Splash and Play frame pools	No	
Lay-Z-Spa Inflatable Spas	Lay-Z-Spa™ pools	1 year	Manufactured starting 07.2022, 6 months for earlier models
	Lay-Z-Spa™ Entertainment station pools	1 year	
Pool accessories	AQUATRONIX™, AQUAROVER™ and AQUAGLIDE™ CORDLESS ROBOT VACUUM CLEANERS	1 year	the following SKUs only: 58482, 58620, 58622
	SWIMFINITY™ Wave Generator	1 year	
	Water heater	1 year	
	Pool covers	3 months	Warranty applies to products being part of the pool set
	Pool ladders	3 months	
	Pool liners	3 months	
	Pool cleaning kit	3 months	
	Vacuum cleaner with USB power supply	No	
	Bottom protection	No	
	Adapters	No	
	Solar water heaters	No	
	Solar shades for swimming pools	No	
	Timers	No	
	Drain pump	No	
	Canopies	No	
	Hoses – 32mm	No	
	Hoses – 38mm	No	
FLOWCLEAR™ cleaning systems	FLOWCLEAR™ sand filters	1 year	
	FLOWCLEAR™ Filter Pumps	1 year	
	Skimatic FLOWCLEAR™ filter-skimmer pump	1 year	
	FLOWCLEAR™ Chlorine dispenser	1 year	
	Filter cartridges	No	
Boats, kayaks, stand-up paddleboards, surfboards and accessories	HYDRO-FORCE™ boat (size limitation – see note)	No	
	Hydro-Force™ stand-up paddleboard	1 year	Manufactured starting 07.2022, 6 months for earlier models
	SURF BOARD	1 year	Manufactured starting 07.2022, 6 months for earlier models
	HYDRO-FORCE™ Kayak	No	
Inflatable furniture and air pumps	Mattresses and beds	No	
Inflatable furniture and air pumps Inflatable water parks	Built-in pumps	No	
	Chairs, couches	No	
	Air beds	No	
	Air mattresses	No	
	Pumps	No	
	WATER PARK™ Series	No	