




## Norsup ‘no worries warranty’

To ensure your customers’ infinite pool enjoyment, we offer your customer at least 3 years of warranty on Norsup products\* On some products and with some services the warranty period is even longer. Customers are encouraged to register online via [www.norsup.eu/register](http://www.norsup.eu/register) to avail faster warranty support.

### What is the ‘no worries warranty’?

You and your customers need to be able to depend on Norsup. Products need to be installed easily and installations can’t be out of service for a long time during the swimming season. Norsup understands that. That is why we handle all questions and complaints with priority. We try to solve problems as fast as possible by providing you with the needed materials or even an on-site repair service when necessary. Of all Norsup products, the spare parts can be delivered from stock.

Products	Warranty*	Parts	Labour	Transport	Onsite Repair
 <b>NORSUP</b>	<b>3</b>	✓	✓	✓	✓
<b>Online product registration</b>	<b>3 from resale</b>	✓	✓	✓	✓
Ceramic pools	3	✓	✓	✓	✓
• Construction	15	✓	✓	✓	✓
• Osmosis	7	✓	✓	✓	✓
PE pools	3	✓	✓	✓	✓
• Construction	15	✓	✓	✓	✓
Heat pump	4	✓	✓	✓	✓
• Compressor	10	✓	✓	✓	✓
• Heat exchanger	10	✓	✓	✓	✓
Filters	3	✓	✓	✓	
• Valve	5	✓	✓	✓	
• Tank	10	✓	✓	✓	
Pool pumps	4	✓	✓	✓	
Supernova UV lamp	3	✓	✓	✓	
Cyclone cleaner	4	✓	✓	✓	

\* On product and factory mistakes. Consequential and installation damages are never compensated. It is important that all serial numbers are uploaded in the Norsup portal, otherwise the extra warranty will not be automatically generated.

\* Consequential & installation costs are not compensated on warranty/production errors. It is important that all serial numbers are uploaded to the Norsup Portal, otherwise the additional warranty will not be automatically generated. MGT International service is responsible for evaluating all product defects and defining if covered under by warranty/manufacturer.

## Norsup Warranty detailed information

**Ceramic Pools** If Pools are damaged or defect under factory mistake, Norsup covers 3 years warranty for any parts which is necessary for fixing the pool, related labour cost, related transport cost and onsite service cost if onsite service is necessary. Norsup customers can enjoy an enhanced warranty period of 15 years for defects from manufacturing. Norsup customers can enjoy an enhanced warranty period of 7 years for defects from Osmosis damage.

**PE/PP Pools** If Pools are damaged or defect under factory mistake, Norsup covers 3 years warranty for any parts which is necessary for fixing the pool, related labour cost, related transport cost and onsite service cost if onsite service is necessary. Norsup customers can enjoy an enhanced warranty period of 15 years for defects from manufacturing.

**Heat pump** If heat pumps are damaged or defect under factory mistake, Norsup covers 4 years warranty for any parts which is necessary for fixing the unit, related labour cost, related transport cost and onsite service cost if onsite service is necessary. If the factory mistake is related with defect Compressor and defect Heat exchanger this warranty will be extended to 10 years. Defects of wear parts which are caused by normal wear and tear are excluded from the warranty.

**Sand Filters** If Sander filters are damaged or defect under factory mistake, Norsup covers 3 years warranty for any parts which is necessary for fixing the unit, related labour cost and related transport cost. If the factory mistake is related with defect multiport valve this warranty will be extended to 5 years. If the factory mistake is related with defect filter tank this warranty will be extended to 10 years. Defects of wear parts which are caused by normal wear and tear are excluded from the warranty.

**Pool pumps** If Pool pumps are damaged or defect under factory mistake, Norsup covers 4 years warranty for any parts which is necessary for fixing the unit, related labour cost and related transport cost. Defects of wear parts which are caused by normal wear and tear are excluded from the warranty.

**Supernova UV lamp** If Supernova UV lamps are damaged or defect under factory mistake, Norsup covers 3 years warranty for any parts which is necessary for fixing the unit, related labour cost, related transport cost, and onsite service cost if onsite service is necessary. Defects of wear parts which are caused by normal wear and tear are excluded from the warranty.

**Cyclone cleaner** If Cyclone cleaners are damaged or defect under factory mistake, Norsup covers 4 years warranty for any parts which is necessary for fixing the unit, related labour cost and related transport cost. Defects of wear parts which are caused by normal wear and tear are excluded from the warranty.

## Norsup Warranty spread sheet

Heat pump		Warranty period (yr)
Electronic parts	Relay	2
	AC contactor(compressor)	2
	AC contactor(water pump)	2
	Three-phase AC monitor	2
	PC1004 PCB	2
	Inverter driver board	2
	Colorful display	4
	Reactance	2
	Capacitor plate	2

	Filter plate	2
	Fan speed control module	2
	Compressor capacitor	2
	Starting capacitor	2
	Fan motor capacitor	2
	Reactor	2
	Fan speed regulation module	2
	Two-seat connector	2
	Three-seat connector	2
	Five-seat connector	2
	High pressure switch	2
	Low pressure switch	2
	Temperature sensor(5K)	2
	Temperature sensor(50K)	2
<b>System parts</b>	gas-liquid separator	4
	Fluid reservoir	4
	Electronic expansion valve	4
	Pressure gage	4
	Compressor	10
	Fan motor	2
	Titanium heat exchanger	10
	Finned heat exchanger	4
	Water flow switch	2
	Filter	4
	Needle valve(1)	2
	Needle valve(2)	2
	4-way reverse valve	2
	<b>structure parts</b>	Chassis
Front pannel		4
Middle Protection net		4
Left&Right protection net		4
Top cover		4
Cover plate		4
Compressor bracket		4
Titanium pipe support		4
Junction box body		4
Surface box fixed plate		4
Top support plate		4
Rear support column		4
Electrical box support plate		4
Back protect net		4
Axial fan blade		4
Fan protection plate		4
Fan net		4

<b>Accessories</b>	Water connection	4
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<b>Sand Filter</b>	Warranty period (yr.)
FILTER COVER	10
BRASS RING	4
O-RING	0,5
FITTING FOR MANOMETER	2
MANOMETER R 1/8 D.50 0 -4 RADIAL CONNECTION ABS CASE	2
SEMI-CLAMP FOR COVER	2
SCREW	2
NUT	2
BASE SAND FILTER	4
FISSURES AIR DISCHARGE	2
CONNECTION IN-OUT	4
PIPE PVC	4
T CONNECTION	4
ELBOW CURVE	4
RING SPACER	4
Filter BODY	10
ABS VALVE	5
FLAT SEAL GASKET	0,5
OUTLET NOZZLE	4
PLUG	4

<b>Pool pump</b>	warranty period (yr)
Transparent lid	4
O-Ring	0,5
Basket with handle	2
Union with nut without O-Ring	2
Drain plug with O-ring	2
Pump body	4
O-ring for Diffuser	0,5
Diffuser	4
Impeller Screw with O-ring	4
Impeller	4
Mechanical seal	0,5
O-Ring	0,5
Pump Flange	4
Ring Lock Nut	4
Motor Slinger	4

Motor	4
Pumps Base	4
Cable Box	4
Capacitor	4
Cooling fan	4
Fan cover	4
Bearings	2

<b>UV lamp</b>	warranty period (yr)
Quartz sleeve	2
Electrics	2
O-ring	0,5
Housing (steel)	2
3- way coupling	4
Tip 1.5 "thread x63bu50bi ABS trans	4
PP bracket	4
End cap	4
Flow switch	2

<b>Robot cleaner</b>	warranty period (yr)
Pin plug	4
Float cable assy	4
Sealing grommet	2
Handle assy	4
Floating handle base	4
Screw	2
Pin assy for handle	2
Body assy	4
Pump outlet cover	4
P-clip	2
Water outlet flap	4
Side plate assy	4
Bumper	4
Track belt	1
Propeller	2
Motor	4
Wheel tube assy	4
Pva brush	1
Delrin washer	2

Axle	4
Power supply	2
Bottom lid assy	4
Filter top assy	1
Filter bottom flap	4
plate bushing	1
Side cogwheel	1
Track belt roller	1
Bottom protector	1
Cable holder breezer	1
Master floater	1
Sealant butyl mastic	1
Connector 4 pin	1

## Appendix

Norsup warranty is not covered under below conditions:

- 1) Damaged through negligence, misuse, abuse or accident.
- 2) Modified or repaired by anyone other than authorized personals
- 3) Damaged because it is improperly connected to the equipment of other manufacturers
- 4) Improper use, alteration or modification, unusual stress, installation, service or repair performed other than authorized personals

Norsup ensured warranty period of min three years (except for components mentioned in below table) starts from the date of installation of a new unit. The warranty period will be verified by means of the purchase date to the final customer in combination with the manufacturing date of the product.

Description	Warranty period	Examples include ( but are not limited to the components listed below)
Electronics	2 years	Control box, lighting, electronic parts etc
Repaired parts	30 days after invoice date	Display, PCB, waterconnectors etc

When claiming a warranty service, customer should be able to provide a proof of the purchase. The sales receipt or another official sales document showing the purchase date is considered as a proof of purchase.

Customer is responsible for proper packaging of the defective unit. Any further damage during transport caused by improper packaging will be claimed to Customer.

Norsup warrants that for a period of six months from date of invoice its standard software will perform substantially in accordance with Norsup's published specifications and any accompanying user documentation, if the software is used under normal operation and maintenance conditions. Any customized software or third party software provided with the software, and data and pre-release versions of the software, are supplied on an "as is" bases without condition or warranty of any kind, including any warranty of merchantability, fitness for a particular purpose or non-infringement, either expressed or implied. Any software warranty in any software license agreement between the parties will take precedence over this software warranty.