

Intex Warranty Procedures

Intex have a service agent in the UK and Eire that provide aftersales and warranty service for Intex products. Please find below a breakdown of the warranty offered by Intex should an item have a manufacturers fault. The number to call in case of any warranty claim is Tel: 0844 561 7129

2 years limited warranty from date of purchase for main parts of the following items:

- Krystal Clear™ Saltwater Systems (54602, 54606)
- Krystal Clear™ Cartridge Filter Pump & Saltwater System (54612, 54616)
- Krystal Clear™ Sand Filter Pump & Saltwater Systems (56678 & 56682)
- Krystal Clear™ 2,500 g/h Filter Pump (56634)
- Krystal Clear™ Sand Filter Pumps 12", 14" & 16" (56686, 56674 & 56672)
- Transom Mount Trolling Motor

1 Year limited warranty from date of purchase for main parts of the following items:

- Krystal Clear™ Cartridge Filter Pumps (58604, 56638 & 56636)
- Pool Heater (56684)
- Deluxe/5-in-1 LED Lights
- LED Pool-Wall Light
- Lawn Brite Solar LED Landscape Light

180 Days limited warranty from date of purchase for:

- Hoses
- Plunger Valves
- Fittings included with pumps, heater, sand filters, saltwater systems and saltwater system combo devices

90 Days from date of purchase for:

- AGP Liners
- Frame Enclosure and Accessories
- Challenger 1, 2 & 3
- Challenger K1 & K2
- Explorer K2
- Seahawk 1, 2, 3 & 4
- Excursion 3, 4 & 5
- Seahawk II
- Mariner 3 & 4
- High-Rise/Raised Airbeds with built-in electric pump only (Once out of the 90 day Intex warranty consumer should be directed back to the place of purchase)

Missing/Broken Items

If items are missing from a box i.e. drainage valve then we will send out a replacement. If however several items are missing then the customer will be referred back to the place of purchase. We will need a copy of the proof of purchase for missing or broken items. For broken items we will also require a picture of the part.

Intex Warranty Procedures Continued

Excluded from any warranty:

- AGP Accessories: Filter cartridges, Ground cloths, Solar covers and 3-way/copper test strips
- Explorer Boat
- All items in the Westset catalogue (Except boat gear listed)
- Airbeds without the built in electric pump

Below is the information/return which is required before a faulty part can be replaced under warranty.

Pools:

- Proof of purchase which can be the receipt, copy of a bank or credit card statement
- A 6" cut out from the damaged area and the drainage valve
- Reason for the warranty claim: Seam split, defective seam between top ring and wall liner, defect top ring valve, vertical wall defective seam, bottom defective seam between floor and wall, deformed top ring, top ring seam air leakage or specify others
- We do not accept warranty claims for pin holes – patches and glue can be sent
- Full contact details required – Name, address and telephone number

Filter Pumps, Systems and Pool Heater:

- Proof of purchase which can be the receipt, copy of a bank or credit card statement
- BS Plug from Pool Heater
- Reason for the warranty claim – If the plug on a Pool Heater has melted we **must** have the batch number. This can be found on the underside of the heater.
- Where a motor unit or control housing is being replaced – BS plug from old unit required
- Where whole unit is being replaced – Filter screw top
- Full contact details – name, address and telephone number
- The warranty DOES NOT include unauthorised alterations to the unit. This includes over usage of the filter unit due to running of certain pool heater, disassembled units, cracked housing, consumer abuse, filter motor burnt out due to plugged cartridges, plugged intake screens, jammed or broken impellers or water damage.

Boats

- Proof of purchase which can be the receipt, copy of bank or credit card statement
- Reason for the warranty claim
- Cut out of damaged area
- Full contact details – name, address and telephone number

Airbeds – Electric pump type only

- Proof of purchase which can be the receipt, copy of bank or credit card statement
- Reason for the warranty claim
- The motor to be cut out and sent back
- Full contact details – name, address and telephone number

Notes:

Customers should return their proof of purchase, reason for replacement together with the cut out to:

Intex Warranty
Marketing House
Blackstone Road
Huntingdon
Cambridge
PE29 6EF

Once everything has been received replacement parts will be sent out.

Consumers who are outside of the warranty period offered by Intex will be referred back to their place of purchase. Please note that records should be kept of any warranty replacements sent out by yourselves as anything over 3% per item can be claimed back from Intex. They will need the following information:

Name and address of consumer
Item
Reason for replacement

Intex will also require photographic proof of the cut outs.

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