

Service center website bestwaycorp.am

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.am



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.am/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.am
www.bestwaycorp.am

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.am
 - 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.am/support/bestway-warranty-policy>*

| 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 | |