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To: Hayward Authorized Service Centers and Dealers

The purpose of this communication is to serve as a reminder that Freeze Damage is not covered under warranty.

As stated in Owner's Manuals for pumps, filters, and heating products, pool owners should protect their equipment from freeze damage by draining water when they expect sub-freezing temperatures.

If you have customers who experience freeze damage, please inform them that freeze damage is not covered under warranty and refer them to their Owner's Manual for details.