



April 15, 2010

Dear Hayward Customer,

It has come to our attention there is a rise in the availability of non-genuine Hayward replacement parts being offered for sale by both foreign and domestic manufacturers for use with electronic chlorinators, automatic pool cleaners and assorted pumps. In Hayward's opinion, these suppliers do not use comparable materials, manufacturing specifications or certified testing to ensure the safety and the normal life expectancy of the products they are copying.

Genuine Hayward parts are engineered and tested to exact specifications and tolerances, providing safe, dependable, design-intent performance. Many of our products have been given "agency approval" based on the detail of precise specifications and testing of the parts being used in our manufacturing process and tested to ASME, UL, ETL, NSF, CUL, CSA and other agency requirements.

Tests of various non-genuine Hayward replacement salt chlorination cells have shown the propensity for issues related to circuit board damage and inconsistent and unreliable chlorine generation. These cells also pose compatibility risks related to future control panel software upgrades.

With respect to cleaner parts, past experience has shown that even the slightest deviation in manufacturing tolerances or material fluctuations have caused inferior performance, has the potential to shorten the life of the original product, and can also damage associated equipment or pool surfaces. Other non-genuine Hayward parts have shown the tendency to fail pressure tests, life expectancy tests, or UV tests that signal possible design and safety issues.

To protect the integrity of our products and our brand reputation, we are implementing the following policy:

- Hayward only guarantees the quality, performance and safety of its products when used in combination with genuine Hayward manufactured parts. Use of non-genuine parts resulting in performance issues will invalidate any warranty that may remain on the product.
- To maintain Hayward Authorized Service Center status and referrals, service centers must use Genuine Hayward parts exclusively when it relates to Hayward products.
- Participation in any Hayward Distributor, Dealer, or Service Provider incentive program is dependent upon the exclusive use of Genuine Hayward parts for all



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electrical salt chlorination products and cleaner parts. Failure to comply will result in the loss of all program benefits.

- If a malfunction of any product containing non-Genuine Hayward parts results in personal injury or property damage, Hayward will not accept any liability, nor bear any responsibility for resolving issues should they arise.
- Misrepresentation of generic parts as Genuine Hayward parts will result in the loss of all Hayward incentives, rebates, or programs and may be subject to legal action.
- Hayward reserves the right to update, change, or modify this policy and affected products at its discretion.

Your support and understanding on this issue is most appreciated.

Regards,

A handwritten signature in black ink, appearing to read 'Mike Massa'.

Mike Massa
VP - Sales

A handwritten signature in blue ink, appearing to read 'Kevin Potucek'.

Kevin Potucek
VP – Product Management