Your Warranty, in Plain English

The warranty on Aqua Pro installs, short version first, then how it works. No fine-print pile-up. Keep this with your settings card.

The short version

I install it, I stand behind it — for 3 years. That covers two things only: a part made wrong, and a mistake in my install work. If either fails, parts and labor are on me. Wear parts aren't covered — they wear out, that's normal. Once a year, let me test your water and check the system — that keeps this valid. — Matthew, Aqua Pro Services

How it works

- Call first — (727) 342-0091. I answer my own phone. I'll come look, and I'll tell you straight whether it's warranty work or not before I do anything you'd pay for.
- If it's a part that was made wrong, or my install work, inside 3 years: I fix it, parts and labor on me. Your yearly water test and check with me is what keeps that valid.
- If it's a wear part: that's not warranty work, and it was never hidden — wear parts wear out. On a Clack valve, the seal cage is the one that matters, and if you're hands-on I teach you that swap free on install day, with the part off my shelf, so you never pay a service call for it. Not comfortable doing it, or you'd just rather not? That's fine — I come out and do it at my normal service price, same as any service call.
- If you or anyone else has worked on the unit and something's wrong because of that work, or your settings were changed outside the range on your settings card, that's a normal service call too. I'll quote it before I start.

How to reach me about a warranty question

Call or text (727) 342-0091 — I answer my own phone. Your settings are photographed at install and at every annual visit, and your settings card is at your unit, so we start from the record, not from memory.