

60-DAY WARRANTY PLUS SEASONAL PROTECTION

CLYR pH/ORP/Temperature Probe Limited Warranty and Same-Calendar-Year Guarantee

The CLYR pH/ORP/Temperature Probe has a 60-day limited warranty from the original date of purchase, plus conditional replacement protection through the end of that same calendar year when proper installation, stable prior readings, and a sudden probe failure can be verified.

Effective date: July 22, 2026 | Warrantor: Aquatech Partners d/b/a Clyrpool

STANDARD COVERAGE 60 days Measured from the original date of purchase, even across a year boundary.	SEASONAL PROTECTION Through December 31 Conditional coverage after day 60 through the end of the purchase calendar year.
SEASONAL EVIDENCE Proper install + stable history CLYR must be able to verify correct installation, consistent prior readings, and sudden failure.	APPROVED REMEDY Same-probe replacement Eligible claims receive the same probe model or SKU.

IMPORTANT: Read this entire document. Coverage depends on the product, timing, condition, installation, evidence, and exclusions stated below. Save this warranty with your proof of purchase, SKU, and serial information.

1. Warrantor and covered product

This limited warranty and conditional same-calendar-year guarantee are provided by Aquatech Partners d/b/a Clyrpool (CLYR), 10795 Hammerly Blvd., Space A08, Houston, Texas 77043. They apply only to the CLYR pH/ORP/Temperature Probe purchased from CLYR or an authorized CLYR seller.

The probe is an electrochemical sensing product that requires proper plumbing, wet storage, calibration, maintenance, and operating conditions. The flow cell, calibration fluids, storage solution, fittings, cabling, controller, and other items are not covered by this probe warranty unless expressly included in a separate written CLYR warranty.

2. Sixty-day limited warranty

For 60 calendar days beginning on the original date of purchase, CLYR warrants that the covered probe will be free from defects in materials and workmanship under normal use and when installed, maintained, calibrated, and stored in accordance with CLYR documentation.

The 60-day period is measured continuously from the purchase date and is not shortened by the end of a calendar year. A probe purchased late in a year therefore remains eligible for the full 60-day period, subject to the terms and exclusions in this warranty.

3. Conditional same-calendar-year guarantee

After the first 60 days and through December 31 of the same calendar year in which the probe was purchased, CLYR will replace a probe that suddenly stops providing usable readings or communication when all of the following conditions can be verified. This seasonal protection ends on December 31 of the purchase year, except that any unexpired portion of the standard 60-day warranty continues until its normal expiration date.

- The probe was installed and commissioned in accordance with the current CLYR owner documentation, including correct flow-cell or approved plumbing placement, orientation, wiring, flow conditions, and controller configuration.
- The probe was maintained, calibrated, cleaned, and stored as instructed; the sensing tip was not allowed to dry out and was not exposed to freezing or conditions outside published limits.
- The reading history before failure was reasonably stable, plausible, and consistent with normal operation rather than prolonged drift, repeated calibration failure, installation error, air exposure, fouling, or chemical abuse.
- The probe then experienced a sudden loss of usable readings, response, or communication that troubleshooting, cleaning, calibration, and connection checks did not correct.
- CLYR can verify the installation and operating history through available telemetry, diagnostic records, photographs, service records, calibration history, or other reasonably reliable evidence.
- The probe has no physical damage, cut or crushed cable, cracked body, damaged sensing tip, unauthorized modification, or tampering that caused or materially contributed to the failure.

4. What this warranty covers

Covered defects include a failure of probe materials or workmanship during the 60-day period and a verified sudden probe death meeting every condition of the same-calendar-year guarantee. A dead probe means the probe no longer produces usable pH, ORP, or temperature readings or no longer communicates despite correct power, wiring, plumbing, maintenance, calibration, and supported troubleshooting.

Normal calibration needs, gradual sensor aging, ordinary drift, reference-electrolyte depletion, consumable solutions, and readings affected by pool chemistry, flow, air, installation, fouling, or maintenance are not a dead probe and are not covered unless CLYR determines that a covered defect caused the condition.

5. Replacement remedy

For an eligible claim, CLYR will provide a replacement of the same probe model or SKU at no charge for the replacement probe and standard outbound shipping. CLYR will provide prepaid standard return shipping if it requests the failed probe.

The replacement may be new or professionally recertified and will be functionally equivalent to a new probe of the same model or SKU. A replacement does not restart or extend coverage; it remains covered for the unexpired portion of the original 60-day period or conditional same-calendar-year period, as applicable.

Removal, installation, plumbing, calibration service, pool-service labor, travel, expedited shipping, chemicals, water treatment, pool downtime, and related costs are not included unless required by applicable law or separately agreed in writing.

6. Claim procedure and required evidence

Submit the probe warranty claim form at www.clyrpool.com/warranty/probes. The claimant must provide accurate contact, purchase, installation, reading-history, defect, and condition information and reasonably cooperate with remote diagnostics and safe troubleshooting requested by CLYR.

CLYR may review relevant reading history and controller diagnostic data, request photographs or service records, ask the claimant to perform reasonable cleaning, calibration, wiring, and connection checks, or request return of the probe using a prepaid label. If CLYR cannot access telemetry, the claimant may provide other reliable evidence of proper installation, stable prior readings, and sudden failure.

- Claimant name; customer or company name; email; phone; and complete shipping address.
- Probe model or SKU, available serial or batch identifier, original purchase date, seller or order number, and proof of purchase.
- Installation date, installer, pool address, plumbing or flow-cell configuration, and connected controller information.
- Date the defect was first noticed, date and value of the last known good reading, observed failure, calibration attempts, cleaning, and troubleshooting performed.
- Clear photographs of the full probe, sensing tip, cable, flow cell or plumbing, and wiring, plus disclosure of any dry-out, freezing, impact, chemical event, repair, modification, or tampering.
- Authorization for CLYR to review reading history, diagnostic data, and telemetry reasonably related to the claim.

7. What this warranty does not cover

This limited warranty and same-calendar-year guarantee do not cover failures, damage, inaccurate readings, drift, or service needs caused by or resulting from any of the following:

- Improper installation, orientation, plumbing, flow, wiring, grounding, controller configuration, commissioning, or use contrary to CLYR documentation.
- Allowing the sensing tip to dry out; improper storage; freezing; overheating; direct sunlight outside specification; air entrapment; insufficient flow; stagnant water; fouling; scale; oil; chemical coating; or exposure outside published water-chemistry or environmental limits.
- Failure to clean, calibrate, maintain, or use required storage and calibration solutions as instructed.
- Gradual drift, expected sensor aging, normal wear, consumable depletion, calibration frequency, or a reading issue correctable through cleaning, calibration, plumbing, flow, wiring, software, or controller configuration.
- Impact, cracked body, broken sensing tip, cut, crushed, stretched, or spliced cable, water intrusion through damaged components, corrosion caused by improper conditions, or other physical damage.
- Misuse, neglect, accident, unauthorized modification, improper repair, or tampering that caused or materially contributed to the failure.
- Third-party controllers, power supplies, adapters, wiring, flow cells, plumbing, network services, or pool chemistry conditions that prevent correct probe operation.
- A product whose model, purchase, installation, ownership, or claimed operating history cannot reasonably be verified.

8. Diagnostic records, privacy, and inspection

By submitting a claim, the claimant authorizes CLYR to review CLYR system records reasonably necessary to evaluate that claim, including probe readings, calibration events, connectivity, controller diagnostics, installation records, and related support history. CLYR will handle personal information in accordance with its Privacy Policy.

If a returned probe shows physical damage, dry storage, chemical coating, improper repair, modification, or another excluded condition that caused or materially contributed to failure, CLYR may deny the claim and will explain the basis for the decision.

9. Limitation of remedies and damages

To the maximum extent permitted by applicable law, the same-probe replacement described in this warranty is the exclusive remedy for breach of this written limited warranty or conditional guarantee. CLYR is not responsible under this warranty for loss of use, inaccurate dosing by third parties, chemical imbalance, damage to other equipment, service calls, labor, lost revenue, or indirect, incidental, special, exemplary, punitive, or consequential damages.

These limitations do not apply where prohibited by law and do not limit liability that cannot lawfully be limited, including any applicable rights relating to personal injury caused by a defective product.

10. Implied warranties and state law

To the extent permitted by law, any implied warranty applicable to the covered probe, including merchantability or fitness for a particular purpose, is limited in duration to the longer of the 60-day written warranty or any applicable conditional same-calendar-year coverage. Some states do not allow limitations on how long an implied warranty lasts or exclusions of incidental or consequential damages, so those limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Nothing in this warranty excludes or restricts a right or remedy that cannot be excluded or restricted under applicable law.

11. Complete warranty and support

This document is the complete written limited warranty and conditional same-calendar-year guarantee for the covered probe. No reseller, installer, employee, contractor, or other person may change it or make an additional warranty on CLYR's behalf unless the change is in a written instrument signed by an authorized CLYR representative.

For assistance, a free paper copy, or an accessible copy of this warranty, email support@clyrpool.com or write to Aquatech Partners d/b/a Clyrpool, 10795 Hammerly Blvd., Space A08, Houston, TX 77043.

Warranty claim checklist

A complete claim includes the information below. Submit online at www.clyrpool.com/warranty/probes.

- Claimant name and customer or company name
- Email, phone number, and complete shipping address
- Probe model or SKU and any serial, batch, or identifying number
- Original purchase date, seller or order number, and proof of purchase
- Installation date, installer, and pool address
- Date the defect was first noticed and date of the last known good reading
- Description of the failure, calibration attempts, and troubleshooting already performed
- Clear photographs of the probe, tip, cable, flow cell or plumbing, and installed wiring
- Confirmation that the probe was installed, maintained, calibrated, and stored in accordance with CLYR instructions
- Permission for CLYR to review relevant reading history, diagnostic data, and telemetry

ONLINE CLAIM	www.clyrpool.com/warranty/probes
EMAIL	support@clyrpool.com
POSTAL ADDRESS	Aquatech Partners d/b/a Clyrpool, 10795 Hammerly Blvd., Space A08, Houston, TX 77043

Keep this PDF, your receipt or invoice, and photographs of the installed product for your records.