

## Frequently Asked Questions Zodiac's Transition to the Fluidra Name

### **Why is Zodiac transitioning to "Fluidra" as its corporate name?**

As you may recall, the merger between Zodiac and Fluidra closed on July 2, 2018. Since that time, the two organizations have operated as one company. Zodiac has always planned to transition to the Fluidra name because the Fluidra brand is highly valued globally and is also tied to our public listing on the Spanish stock exchange.

### **Where is the company headquartered?**

Our North American headquarters will remain in Carlsbad, CA, while our global headquarters are in Sabadell (Barcelona), Spain. Below is the address for our Carlsbad, CA, location.

Fluidra  
2882 Whiptail Loop # 100  
Carlsbad, CA 92010

### **Who currently leads Fluidra?**

Former Zodiac CEO Bruce Brooks is our global CEO, while Eloi Planes serves as Executive Chairman of our Board of Directors. In the case of our North America business, Troy Franzen serves as our President, overseeing the US and Canada.

### **Should I expect any change to my day-to-day business with Zodiac as a result of moving to the Fluidra brand?**

No. This is simply a change to the corporate brand we operate under and there should be no disruption to your normal course of business with us.

### **Will there be any changes to your product brands, such as Jandy or Polaris, that might affect me?**

No.

### **Will products or product quality change?**

No. There will be no change to our products nor to our quality assurance process and, as one Fluidra, we expect only to enhance and expand our product offering over time.

### **Will my sales or service/warranty contacts change?**

No. Your sales and service/warranty contacts will remain the same.

### **Will the warranty process change?**

No. Our warranty process will remain as it currently is.

### **Will my customer service contact(s) change?**

No. You can continue to reach out to your usual customer service contacts as you normally would.

**Will my loyalty program change?**

No. Our loyalty programs will remain in their current form. Please note that while we will change the name of the ZPPN program to “ServicePro™,” the details of the program itself will not change.

**Will the payment or invoicing process change?**

No.

**Will any contact information change, such as phone numbers or email addresses?**

There will be no changes to existing Zodiac phone numbers. In the case of employee and general email addresses, in January we will move to a “@fluidra.com” email address; however, all “@zodiac.com” addresses will remain active and any messages sent to a @zodiac.com address after the January change will be directed to the correct updated @fluidra.com inbox. In short, you can continue using @zodiac.com email addresses after the transition has been made.

**Do you plan to change the corporate brand that appears on standard corporate documents and marketing materials, such as business cards, letterhead, tradeshow signage, etc?**

Yes. In fact, these will likely be the only instances where you notice any change. As we move into 2020, you will notice that standard corporate documents, such as billing/order statements, letterhead and business cards, will carry the Fluidra brand, as will the usual marketing touchpoints, such as our 2020 Product Catalog, 2020 Product Guide, our corporate website and the signage we present under at upcoming tradeshows.

**Will there be any instances where the Zodiac name is still used in North America?**

You will continue to see “Zodiac” used as a product brand for our existing line of suction pool cleaners. Additionally, there will be a limited number of instances where you might find us using “Zodiac Pool Systems LLC” in more legal or official contexts, such as in legal contracts or banking information (e.g., payments via check), as well as in our copyright language associated with marketing materials. This is because, although we are moving to Fluidra as the corporate brand we operate under, Zodiac Pool Systems LLC will continue to be our legal name.

**Who should I make payments to?**

All payments should be made to Zodiac Pool Systems LLC.

**When will the official change to the Fluidra brand occur?**

While we are already making the change in some cases, generally you will notice the transition to the Fluidra name take effect at the beginning of 2020.

**Who should I contact if I have additional questions?**

If you have any additional questions, please reach out to your local Zodiac sales representative or contact our Customer Experience team at 800-822-7933.

