



Express Warranty

These warranties apply to purchases prior to 1 October 2020

CATEGORY	MODELS	WARRANTY PERIOD	LIMITATIONS OR ENHANCEMENTS
POOL CLEANERS	All ZODIAC SUCTION pool cleaners	2 years	
	All POLARIS PRESSURE pool cleaners	2 years	
	VX65iQ ROBOTIC pool cleaner	3 years	· 3 years or 1200 running hours on motor block · 1 year only on filter canister
	All other VX ROBOTIC pool cleaners	3 years	· 1 year only on filter canister
	All CX, TX, FX, OT ROBOTIC pool cleaners	2 years	· 1 year only on filter canister
	CARETAKER INFLOOR cleaning system	5 years (5-port valve)	· 2 years only on cleaning heads
SALTWATER CHLORINATORS	EL24 Series	2 years	
	LM3 Series	2 years	
	Ei2 Series	2 years	
	Ei-XPRT Series	3 years	
	TRi Series	3 years	· 1 year only on peristaltic pump, tubing, one-way valve and sensors sold with pH or PRO models
	eXO Series	3 years	· 2 years only on pH and ORP sensors · 1 year on peristaltic pump, tubing, one way valve etc with pH or PRO models
	MAGNAPOOL HYDROXYNATOR iQ Series	4 years	· 2 years only on pH and ORP sensors · 1 year on peristaltic pump, tubing, one way valve etc with pH or PRO models
	Replacement electrodes- all models	2 years	
PURIFICATION SYSTEM	NATURE2 Express Vessel	3 years (initial cartridge 6mths)	· Replacement cartridges 6 months
CHEMICAL FEEDERS	ZODIAC acid & chlorine feeders	2 years	· 1 year only on tubing, one-way valve and sensors
POOL PUMPS	TITAN Series	2 years	· 1 year only on mechanical seal
	POLARIS BOOSTER pump	2 years	
	FLOPRO Series single speed	3 years	· 2 years only on mechanical seal
	FLOPRO E3 Series multi-speed	3 years	· 2 years only on mechanical seal
	FLOPRO VS Series variable speed	3 years	· 2 years only on mechanical seal
	FLOPRO iQ pump device	2 years	
POOL FILTERS	ZFG Series sand filter	10 years (tank)	· 1 year only on internals and multi-port valve
	TITAN Series fibreglass filter	10 years (tank)	· 1 year only on internals and multi-port valve
	ZCF Series cartridge filter	5 years	· 5 years on filter body, lid and locking ring · 12 months on filter element, O-rings and gasket seals
	CS & CV Series	5 years (tank)	· 1 year only on pressure gauge and element
	ZTP Series	10 years	· 12 months on 6-way multiport valve and internal components including O-rings, gaskets and gauges
POOL HEATERS	All ZODIAC heat pumps	2 years	· Titanium heat exchanger - lifetime warranty against corrosion
	Zodiac JXI gas heaters	3 years or 4,500 running hours, whichever comes first	· 5 years on heat exchanger or 4,500 hours whichever comes first. Any damage to the heat exchanger due to incorrect water chemistry is not covered by warranty. · 1 year or 1500 running hours whichever comes first on wearable spare parts.
POOL & SPA CONTROLLERS	iAQUALINK system	2 years	
	AQUALINK control system	2 years	
	BLUE CONNECT	1 year	
POOL LIGHTS	LUMIPOWER Series	1 year	· 1 year only on transformer
WATER FEATURES	All water features	1 year	

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CATEGORY	RESIDENTIAL MODELS	WARRANTY PERIOD	LIMITATIONS OR ENHANCEMENTS
VALVES	All ZODIAC & JANDY valves	Lifetime warranty*	*According to the pool in which the valve was installed.
ACTUATOR	ZODIAC actuator	1 year warranty	
SKIMMERS	All ZODIAC skimmers	1 year	

Fluidra Group Australia Pty Ltd (Fluidra) warrants that its Products will be free from defects in materials and workmanship when used in domestic swimming pools. This express warranty only applies to services within Australia, New Zealand, Pacific Islands, China, Thailand, Indonesia, Singapore, Vietnam and Malaysia to products purchased within Australia, New Zealand, Pacific Islands, China, Thailand, Indonesia, Singapore, Vietnam and Malaysia from Authorised Dealers. Please refer to www.zodiac.com.au/warranty for warranty periods for each of the Zodiac Products.

For the purposes of this warranty, 'domestic swimming pool' means a swimming pool on a single dwelling site. Products used at other sites, including (but not limited to) hotels, swimming schools, rehabilitation and therapy centres, apartment buildings, town house complexes and other multiple dwelling sites, are generally operated for significantly longer periods and are subject to more wear and tear than Products used in domestic swimming pools. Consequently, for all Products used at such sites the warranty period is 1 year instead of the periods set out above. Fluidra, may, however, in its absolute discretion, consider extending the 1 year warranty period for Zodiac Products used at particular sites because of actual usage patterns. Any such extension shall only be binding if Fluidra gives it expressly in writing.

CONDITIONS

1. This express warranty only applies if the Product has been purchased from a dealer authorised by Fluidra to supply it (Authorised Dealer). Purchase from an Authorised Dealer ensures that the product is a genuine Zodiac product, that it is the version designed for Asia Pacific conditions, and that the Purchaser has access to appropriate technical knowledge and advice.
2. The liability of Fluidra, under this express warranty is limited, at its option, to the repair or replacement of the Product or the payment of the cost of having the Product repaired or replaced.
3. This express warranty does not apply in the following circumstances: (a) if the Product has not been installed in accordance with Zodiac's installation instructions; (b) if the Product has been modified other than as authorised by Fluidra or if a component part has been replaced by a part that is not a genuine Zodiac product; (c) if a defect results from use of the Product outside recommended operating conditions; or (d) if a defect results from damage (including damage to any internal electronics) caused by a power surge or lightning strike, insect or animal ingress. Zodiac chlorinators are designed and tested in accordance with International Standard EN 61000-6-1 immunity measurements. They are designed to tolerate minor fluctuations (2000 volts) in power supply that can be reasonably expected to occur in the energy grid. They will not tolerate power surges outside these limits nor will they withstand lightning strikes.
4. Without limiting 3 above, products sold by Fluidra are designed for use with swimming pool water balanced in accordance with Australian Standard AS3633-1989 with a pH range of 7.0 - 7.8. Maximum chlorine readings should not exceed 4ppm. Where pool water is not maintained within these parameters, Fluidra will not be responsible under this express warranty for any resulting damage, including damage caused by corrosion, scaling or stress loading.
5. Replacement parts supplied under this express warranty are warranted to be free from defects in materials and workmanship for the remainder of the warranty period or for 12 months from the supply of the replacement, whichever is longer.
6. This express warranty is not transferable and applies to the original purchaser only.

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PRODUCT WARRANTY REGISTRATION

7. Purchasers should register their Products, as soon as conveniently possible after purchase by registering online at www.zodiac.com.au/warranty for Australia and Pacific Islands or at www.zodiac.co.nz/warranty for New Zealand. All other regions can register their Products by sending an email to the following email addresses: Thailand: info@fluidra.co.th; Indonesia: info@fluidra.co.id or for the rest of Asia to info@fluidra.sg
8. Product registration must occur, and proof of purchase must be received by Fluidra, prior to any warranty work being approved. Where applicable, a serial number, installation date and name of installer is required as part of the registration process.

HOW TO MAKE A WARRANTY CLAIM?

9. The Purchaser must telephone or email Fluidra Customer Service in the below listed region in which they purchased the product and obtain a warranty ID number for the warranty claim. Contact details are:
Australia and Pacific Islands: Fluidra Australia, 219 Woodpark Road Smithfield NSW 2164, Customer Service Telephone: 1300 763 021 Email address: service.au@zodiac.com,
New Zealand: Fluidra New Zealand 13 Douglas Alexander Parade, North Harbour, Albany, New Zealand, Customer Service Telephone: 0800 807 665
Thailand: Astralpool Thailand, 110/4 M. 13 Rachathewa Bangplee Samutprakarn 10540, Thailand, Customer Service Telephone: +66 2 738 9420- 3, Email address: info@fluidra.co.th
Indonesia: Fluidra Indonesia, Pondok Indah Office Tower 1 Level 12 Suite 1201, Jl. Sultan Iskandar Muda Kav. V TA Kebayoran Lama, Jakarta Selatan 12310, Indonesia, Customer Service Telephone: +62217697120, Email address: info@fluidra.co.id;
Rest of Asia: Fluidra Singapore, 81 Ubi Avenue 4, #01-08 UB.One, 408830, Singapore, Customer Service Telephone: +65 6382 0130, Email address: info@fluidra.sg
10. Fluidra, as the case may be, reserves the right to determine, in relation to each warranty claim, whether the Product should be returned to the Authorised Dealer at the address where the Purchaser purchased the Product or whether warranty service will be provided in the field, repaired at a Zodiac workshop or at the premises of an authorized Zodiac warranty agent.
11. If it is necessary for the Purchaser to incur freight charges in making a valid claim under this warranty, Fluidra, as the case may be, will reimburse the Purchaser for charges reasonably incurred upon proof of the charges.

ADDITIONAL GUARANTIES, RIGHTS & REMEDIES

Australian Purchasers - Guarantees under the Australian Consumer Law.

12. The benefits of this express warranty are in addition to other guarantees, rights and remedies Australian consumers have under the Australian Consumer Law.
13. Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

New Zealand Purchasers - Guarantees under the New Zealand Consumer Guarantees Act 1993.

14. The benefits of this express warranty are in addition to other guarantees, rights and remedies New Zealand consumers have under the Consumer Guarantees Act.
15. Our products come with guarantees that cannot be excluded under the Consumer Guarantees Act. You are entitled to a replacement or refund for a failure of substantial character and for compensation for

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any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced and receive compensation for any other reasonably foreseeable loss or damage if the goods fail to comply with a guarantee and the failure does not amount to a failure of substantial character.

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