Express Warranty

Effective date: 1 February 2026
These warranties apply to purchases made on and after the effective date identified above

CATEGORY	RESIDENTIAL MODELS	WARRANTY PERIOD	LIMITATIONS OR ENHANCEMENTS
SUCTION CLEANERS	S5, S10, S20	2 years	· 1 year on tracks and scrubbers.
ROBOTIC CLEANERS	RF/ RPB/ RPT/ RPT PLUS	2 years	· 1 year only on rollers, tracks, pulleys, filter cartridge or bag · 1 year only on caddy (if included)
	VIRON QT1000/ QT1050	3 years	· 3 years or 1200 running hours on motor block, whichever comes first · 1 year on wearable parts (filter canister, tyres, tracks and roller brush).
	QB800, QB600	2 years	· 2 years or 800 running hours on motor block, whichever comes first · 1 year on wearable parts (filter canister, tyres, tracks and roller brush)
	QG50	2 years	· 1 year on wearable parts (filter canister, tyres, tracks and roller brush).
INFLOOR CLEANING	ALL NET'N'CLEAN	1 year	
SALTWATER CHLORINATORS	HALO CHLOR SERIES	3 years	· 1 year on sensors
	HALO pH DOSER	1 year	
	SOLO & ECHO SERIES	4 years	· 3 years on electrodes
	E SERIES (E25, E35)	2 years	
	VX SERIES (VX7T, VX9T, VX11T)	3 years	
	VIRON V SALT CHLORINATOR SERIES with BLUETOOTH (V18 w/ BT, V25 w/BT, V35 w/BT, V45 w/BT)	3 years	· 1 year only on pH and chlorine Sensors, dosing motor/ gearbox and associated tubing/fittings
	VIRON EQUILIBRIUM SERIES with BLUETOOTH (EQ18 w/ BT, EQ25 w/ BT, EQ35 w/ BT, EQ45 w/ BT	3 years	· 1 year only on pH and chlorine Sensors, dosing motor/ gearbox and associated tubing/fittings
REPLACEMENT CELL & ELECTRODES	Cells & electrodes for SOLO SERIES, ECHO SERIES, HALO CHLOR SERIES, VX SERIES, VIRON V SALT CHLORINATORS SERIES with BLUETOOTH and VIRON EQUILIBRIUM SERIES with BLUETOOTH	3 years	
	Cells & electrodes for E SERIES	2 years	
CHEMICAL FEEDERS	ROLACHEM RC1	1 year	
	ROLACHEM RC9, RP9, RO9	3 years	· 1 year only on pH and Chlorine sensors, dosing motor/ gearbox and associated tube & fittings
COMPLEMENTARY SANITATION SYSTEMS	UV Sanitiser	2 years	· 1 year only on UV globe
	Mineral Guard	2 years (main vessel)	· 6 months on replacement cartridges
BLOWERS	SX Blowers	1 year	
POOL PUMPS	FX & XF SERIES single speed pump	2 years	· 1 year only on mechanical seal
	E-SERIES single speed pump	2 years	· 1 year only on mechanical seal
	E-COMBI EEV2 multi-speed pump	2 years	· 1 year only on mechanical seal
	CTX SERIES single speed pump	3 years	· 2 years only on mechanical seal
	BX SERIES single speed pump	3 years	· 2 years only on mechanical seal
	XP SERIES single speed pump	3 years	· 2 years only on mechanical seal
	VIRON XT (P320/520) SERIES variable speed pump	3 years	· 2 years only on mechanical seal
POOL FILTERS	ECA SERIES media filters	10 years (tank)*	***Labour service will be warranted for the initial 12 months from date of purchase on tanks only** · 1 year only on multi-port valve and internal components, including O-rings, gaskets and gauges

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CATEGORY	RESIDENTIAL MODELS	WARRANTY PERIOD	LIMITATIONS OR ENHANCEMENTS
POOL FILTERS	CA PREMIUM SERIES media filter	10 years (tank)*	***Labour service will be warranted for the initial 24 months from date of purchase on tanks only** · 1 year only on multi-port valve and internal components, including O-rings, gaskets and gauges
	ASTRAL side-mounted media filter	10 years (tank)*	***Labour service will be warranted for the initial 12 months from date of purchase on tanks only** · 1 year only on multi-port valve and internal components, including O-rings, gaskets and gauges
	FG fibreglass (Bobbin Wound) media filters	10 years (tank)*	***Labour service will be warranted for the initial 12 months from date of purchase on tanks only** · 1 year only on multi-port valve and internal components, including O-rings, gaskets and gauges
	ZX SERIES cartridge filter	5 years	· 1 year only on Filter Element, O-rings and gasket seals
	XC SERIES cartridge filter	5 years	· 1 year only on Filter Element, O-rings and gasket seals
	UF SERIES (80/100) ultra fine cartridge filter	5 years (tank)	· 1 year only on Filter Element, O-rings and gasket seals
	VIRON QL SERIES (420 / 540) cartridge filter	5 years	· 1 year only on Filter Element, O-rings and gasket seals
	IX in-line leaf canister	5 years	· The basket is a consumable item and is covered for a period of 30 days
POOL HEATERS	ECO INVERTER & VIRON INVERTER FRONT DISCHARGE & TOP DISCHARGE INVERTER heat pumps	3 years	· 5 years on compressor. · 5 years on heat exchanger warranty. Any damage to the heat exchanger due to incorrect water chemistry is not covered by warranty.
	VIRON SIDE DISCHARGE INVERTER, PINNACLE SIDE DISCHARGE heat pumps	3 years	· 5 years on compressor. · 25 years on titanium heat exchanger warranty. Any damage to the heat exchanger due to incorrect water chemistry is not covered by warranty.
	HX & JX gas heaters	2 years	· Any damage to the heat exchanger due to incorrect water chemistry is not covered by warranty.
	ICI, IXI, HiNRG, VIRON EVO gas heaters	3 years or 4500 running hours whichever comes first	· 5 years on heat exchanger or 4500 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 CONTROLLERS	HALO HUB & XPAND	2 years	
	HALO LITE 2 & 4	2 years	
	VIRON CONNECT	2 years	
	CONNECT LITE & CONNECT LITE +	2 years	
	BLUE CONNECT & BLUE CONNECT +	2 years	· 12 months warranty on battery
POOL LIGHTS	CALIDORAY UW pool lights	1 year	· 3 months on lamp
	SLX & FLX pool and spa LED lights	1 year	· 2 years on niche and cabling
WATER FEATURES	All water features	1 year	
ACTUATORS	All actuators	1 year	
SKIMMERS	All skimmers	1 year	
VALVES	CMP diverter valves, CMP check valves	1 year	
S.R. SMITH RESIDENTIAL LINES	Slides	1 year*	*Weight limit on diving boards, jump boards, stands, slides, ladders and ladder steps shall not be more than 113 Kgs. Exceptions: · Frontier IV^{T} board and base not more than 182 Kgs. · TurboTwister & Typhoon slides not more than 125 kgs. · Helix2 & Rogue2 slides not more than 113 Kgs. · Cyclone slides not more than 79kg. · SlideAway slides not more than 57 kgs. · Vortex slides not more than 147 kgs. · Destination Series lounger not more than 113 Kgs. This warranty specifically excludes fading of materials, microbiological staining of diving boards or pool slides and rust, powder coated finish, or corrosion of any metallic products or parts. Refer to S.R.Smith's care and maintenance instructions for regular maintenance and cleaning of S.R.Smith products.
	Diving & Jumping Boards	1 year*	
	Rails & ladders	1 year*	
	In-pool furniture	1 year*	
	Residential pool games accessories (Ball, pump, net)	90 days	

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Fluidra Group Australia Pty Ltd (Fluidra) warrants that its Products will be free from defects in materials and workmanship when used in residential 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.astralpool.com.au/warranty-information or www.astralpool.co.nz/warranty-information for warranty periods for each of the AstralPool products.

For the purposes of this warranty, 'residential swimming pool' means a swimming pool on a single dwelling site. Products classified for residential pool applications that are used at other sites, including (but not limited to) hotels, swimming schools, rehabilitation and therapy centres, apartment buildings, townhouse complexes and other multiple dwelling sites ("commercial applications"), are generally operated for significantly longer periods and are subject to more wear and tear than Products used in residential swimming pools. Consequently, for all residential pool Products used at such commercial 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 AstralPool 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 AstralPool 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 AstralPool'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 AstralPool 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. AstralPool chlorinators are designed and tested in accordance with International Standard EN 61000-6-1 immunity measurements, and are designed to tolerate minor surges of up to 2kV in mains voltage supply that can be reasonably expected. 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 AS 3633-1989 and New Zealand Standard NZS 5826-2010 should be maintained within a pH range of 7.2 to 7.8. Free chlorine levels should be maintained at levels not exceeding 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. Fluidra recommends that water tests are conducted regularly, and testing results should be kept for reference purposes. Regular testing shall mean the pool water is analysed professionally (e.g. pool shop) at least once a month. Further to such professional testing, we highly recommend that at home testing be conducted at a minimum of once per week. Fluidra may request these results to verify a warranty claim.
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. All spare parts sold are warranted free of defects in material and workmanship for a period of 12 months from date of purchase, this excludes travel charges, removal and reinstallation charges.
7. This express warranty is not transferable and applies to the original purchaser only.

PRODUCT WARRANTY REGISTRATION

8. Purchasers should register their Products as soon as conveniently possible after purchase by registering onto MyFluidra portal at www.astralpool.com.au/warranty for Australia or at www.astralpool.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 and the Pacific Islands to info@fluidra.sg

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9. Product registration must occur and proof of purchase in the form of a tax invoice must be provided by the Purchaser prior to any warranty works being approved. Fluidra shall reserve the right to reject any warranty if no proof of purchase is provided. Where applicable, a serial number, installation date and name of installer is required as part of the warranty registration process.

HOW TO MAKE A WARRANTY CLAIM?

10. The Purchaser must lodge a claim in order to obtain a case number for Australia through MyFluidra portal on www.astralpool.com.au/warranty or call Customer Service: 1300 186 175, for New Zealand, on www.astralpool.co.nz/warranty or call Customer Service: 0800 807 665. For Thailand, to lodge a warranty claim and obtain a case number, call Customer Service Telephone: +66 2 738 9420. For Indonesia, to lodge a warranty claim and obtain a case number, call Customer Service: +62 2 1769 7120. For other countries in Asia and the Pacific Islands, to lodge a claim and obtain a case number, call Singapore Customer Service: +65 6382 0130.
11. 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 or repaired at an AstralPool workshop or at the premises of an authorized AstralPool warranty agent.
12. Should warranty services be provided in field and upon assessment of the issue deemed to be non-warranty, any call out charge shall be at the cost to the Purchaser.
13. Prior to returning the Product to Fluidra a warranty claim needs to be registered and approved. Products that are returned to Fluidra without approval may not be accepted and any return costs will be at the cost of the Purchaser.
14. It is the responsibility of the Purchaser to return any easily returnable product for repair or replacement to the nominated repair facility at their cost.

ADDITIONAL GUARANTEES, RIGHTS & REMEDIES

Australian Purchasers - Guarantees under the Australian Consumer Law.

15. The benefits of this express warranty are in addition to other guarantees, rights and remedies Australian consumers have under the Australian Consumer Law.
16. 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.

17. The benefits of this express warranty are in addition to other guarantees, rights and remedies New Zealand consumers have under the Consumer Guarantees Act.
18. 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 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.

Purchasers in other Countries.

19. The laws and regulations of other countries may confer on Purchasers in those countries' additional rights and remedies. To the extent that they cannot be excluded or modified, Purchasers have the benefits of those rights and remedies in addition to the benefits of this express warranty. To the full extent that it is permissible to do so, those additional rights and remedies are excluded or modified so as to be consistent with Fluidra's express warranty.

VARIATIONS WITH WARRANTY STATEMENTS IN PRODUCT MANUALS OR OTHER DOCUMENTS ACCOMPANYING PRODUCTS

20. If any statement in a Fluidra product manual or other document is inconsistent with the Fluidra Express Warranty and Guarantee as published on www.astralpool.com.au/warranty-information, the terms published on the website will supersede all prior versions. To check that the terms and conditions of this

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express warranty as outlined above are up to date, go to www.astralpool.com.au/warranty-information or www.astralpool.co.nz/warranty-information

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