

WARRANTY REGISTRATION (/WARRANTY)

Warranty Information

Express Warranty**Effective date: 1 October 2020**


These warranties apply to purchases made on or 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.
			1 year on wearable parts (filter canister, tyres and roller brush).
	QB800, QB600	2 years	2 years or 800 running hours on motor block
			1 year on wearable parts (filter canister, tyres and roller brush)
QG50	2 years	1 year on wearable parts (filter canister, tracks and roller brush).	
INFLOOR CLEANING	ALL NET'N'CLEAN	1 year	

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SALTWATER CHLORINATORS	HALO CHLOR	3 years	1 year on sensors
	HALO pH DOSER	1 year	
	E SERIES (E25, E35) 2 years	2 years	
	VX Series (VX7T, VX9T, VX11T)	3 years	
	VIRON V SALT CHLORINATOR 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	All AstralPool electrodes	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
BLOWERS	SX Blowers	1 year	

POOL PUMPS	FX Series Single Speed Pumps (all models)	2 years	1 year only on mechanical seal
	E-Series Single Speed Pumps (all models)	2 years	1 year only on mechanical seal
	E-COMBI EEV2 Pump	2 years	1 year only on mechanical seal
	CTX Series Single Speed Pump (all models)	3 years	2 years only on mechanical seal
	BX Series Single Speed Pump (all models)	3 years	2 years only on mechanical seal
	XP Series Single Speed Pump (all models)	3 years	2 years only on mechanical seal
	VIRON XT Series Variable Speed Pumps (P320/P520)	3 years	2 years only on mechanical seal

POOL FILTERS	ECA Series Media Filters (all models)	10 years (tank)*	<p>*Labour service will be warranted for the initial 12 months from date of purchase on tanks only</p> <p>1 year only on multi-port valve and internal components, including O-rings, gaskets and gauges</p>
	CA PREMIUM Series Media Filters (all models)	10 years (tank)*	<p>*Labour service will be warranted for the initial 12 months from date of purchase on tanks only</p> <p>1 year only on multi-port valve and internal components, including O-rings, gaskets and gauges</p>
	ASTER Side-Mounted Media Filters (all models)	10 years (tank)*	<p>*Labour service will be warranted for the initial 12 months from date of purchase on tanks only</p> <p>1 year only on multi-port valve and internal components, including O-rings, gaskets and gauges</p>
	FG Fibregalss (Bobbin Wound) Media Filters (all models)	10 years (tank)*	<p>*Labour service will be warranted for the initial 12 months from date of purchase on tanks only</p> <p>1 year only on multi-port valve and internal components, including O-rings, gaskets and gauges</p>
	ZX Series Cartridge Filters (all models)	5 years	1 year only on Filter Element, 'O-rings and gasket seals
	XC Series Cartridge Filters (all models)	5 years	1 year only on Filter Element, 'O-rings and gasket seals
	UF 80/100 Ultra Fine Cartridge Filters	5 years (tank)	1 year only on Filter Element, 'O-rings and gasket seals
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POOL HEATERS	VIRON QL 420 / 540 Cartridge Filters	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
	ECO INVERTER & VIRON INVERTER & TOP DISCHARGE INVERTER Heat Pumps (all models)	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.
	HX & JX Gas Heaters (all models)	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 (all models)	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.
		HALO HUB & XPAND	2 years
	HALO LITE 2 & 4	2 years	
POOL CONTROLLERS	VIRON CONNECT	2 years	
	CONNECT LITE & CONNECT LITE +	2 years	
	BLUE CONNECT & BLUE CONNECT +	2 years	12 month warranty on battery
	CALIDORAY UW Pool Lights	1 year	3 months on lamp
POOL LIGHTS	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	 Chat with an Expert

VALVES	CMP Diverter Valves, CMP Check Valves	1 year	
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CATEGORY	COMMERCIAL MODELS	WARRANTY PERIOD	LIMITATIONS OR ENHANCEMENTS
COMMERCIAL ROBOTIC CLEANERS	ULTRA 250 & ULTRA 500	2 years	2 years warranty or 1,500 hours running hours whichever comes first
	ULTRA MAX G	2 years	1 year only on rollers, tracks, pulleys, filter cartridge or bag 1 year only on caddy (if included)
COMMERCIAL SANITATION APPLIANCES	EASYSALT NEXT	2 Years	7,000 hours on electrode
			6 months only on pH and ORP sensors
	PROCHLORE	2 Years	10,000 hours on electrode
			6 months only on pH and ORP sensors
			2 years on FLC sensor, excluding membrane
	NATURE SALT (LOW SALT)	2 Years	6,000 hours on electrode
			6 months only on pH and ORP sensors
			2 years on FLC sensor, excluding membrane
	NEOLYSIS (Chlorinator & UV in same unit)	2 Years	6,000 hours on electrode
			6 months only on pH and ORP sensors
2 years on FLC sensor, excluding membrane			
HELIOX UV	2 years	100 hours only on lamp	
COMMERCIAL POOL PUMPS	KIVU & MAXIM Commercial Pool Pumps	2 years	1 year for O-rings, general seals, mechanical seal and bearings

COMMERCIAL POOL FILTERS	BERLIN, PRAGA, OSLO, RODAS Commercial Filters (all models)	10 years limited*	* Partial warranty
			Year 1 & Year 2 : 0% payable of invoice total
			Year 3: 30% payable of invoice total
			Year 4: 40% payable of invoice total Year 5: 50% payable of invoice total
			Year 6: 60% payable of invoice total
			Year 7: 70% payable of invoice total
			Year 8: 80% payable of invoice total
			Year 9: 90% payable of invoice total
COMMERCIAL HEAT PUMP	COMMERCIAL Heat Pump	3 years	5 years on heat exchanger and cabinet
			3 years on compressor and evaporator
			1 year on thermostat, switched and other components
			Any damage to the heat exchanger due to incorrect water chemistry is not covered by warranty.
COMMERCIAL POOL CONTROLLERS	AP 200 Series Commercial Controllers	2 Years	6 months only on pH and ORP sensors
			2 years on FLC sensor, excluding membrane

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 <https://www.astralpool.com.au/warranty-information> (./warranty-information) for warranty periods for each of the AstralPool 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, townhouse 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 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.

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CONDITIONS

PRODUCT WARRANTY REGISTRATION

HOW TO MAKE A WARRANTY CLAIM?

ADDITIONAL GUARANTEES, RIGHTS AND REMEDIES

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(<https://www.instagram.com/astralpoolaustralia/>)



(<https://www.youtube.com/user/AstralPool10>)

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