



## Express Warranty

These warranties apply to purchases made between 1 October 2020 – 30 September 2023

CATEGORY	MODELS	WARRANTY PERIOD	LIMITATIONS OR ENHANCEMENTS
SUCTION CLEANERS	B3, MANTA, TRACKER	2 years	· 1 year on wearable parts: diaphragm and tracks
ROBOTIC CLEANERS	ADVENTURA	3 years	· 1 year on wearable parts: filter canister, tyres and tracks and roller brush
	ROVA, GOTCHA, CAPTURA, CAPTURA PLUS	2 years	· 1 year on wearable parts: filter canister, tyres and tracks and roller brush
POOL PUMPS	HYDRA+ Series single speed pump	2 years	· 1 year only on mechanical seal
	SUPRA ECO 3 & ECO VS multi-speed pump	3 years	· 2 years only on mechanical seal
POOL FILTERS	BTM Series media filter	10 years (tank)*	<b>*Labour service will be warranted for the initial 12 months from date of purchase on tanks only</b> · 1 year on multi-port valve and internal components, including O-rings, gaskets and gauges
	BSCF Series cartridge filter	5 years (tank)	· 1 year on filter element, O-rings, and gasket seals
	Replacement cartridge filter element	1 year	
SANITATION	SALTMMASTER salt chlorinator	2 years	· 2 years on both cell and power pack
	CHLOR CONTROL liquid feeder	1 year	· 6 months on squeeze tube
ABOVE GROUND POOLS	Laghetto DOLCE VITA Rattan	5 years on the metal structure and PVC liner	· 1 year on all other components (rattan panels & pool edge, cleaner, skimmer, ladders, LED light & transformer) Rattan panels are not warranted to remain colourfast in UV light. Pump and filter as per specified separately.

Fluidra Group Australia Pty Ltd (Fluidra Australia) and Fluidra New Zealand warrants that its Products will be free from defects in materials and workmanship when used in domestic swimming pools. Please refer to [www.baracuda.com.au](http://www.baracuda.com.au) for warranty periods for each of the Baracuda 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 Australia or, in the case of Products supplied by Fluidra NZ, Fluidra NZ, may, however, in its absolute discretion, consider extending the 1 year warranty period for Baracuda Products used at particular sites because of actual usage patterns. Any such extension shall only be binding if Fluidra Australia or Fluidra NZ, as the case may be, gives it expressly in writing.

### CONDITIONS

1. This express warranty only applies if the Product has been purchased from a dealer authorised by Fluidra Australia or Fluidra NZ to supply it (Authorised Dealer). Purchase from an Authorised Dealer ensures that the product is a genuine Baracuda 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 Australia or Fluidra NZ, as the case may be, 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 Fluidra's installation instructions; (b) if the Product has been modified other than as authorised by Fluidra Australia or Fluidra NZ or if a component part has been replaced by a part that is not a genuine Baracuda 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

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internal electronics) caused by a power surge or lightning strike. Baracuda 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 Australia or Fluidra NZ 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, neither Fluidra Australia nor Fluidra NZ will 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.

#### **PRODUCT WARRANTY REGISTRATION**

7. Purchasers should register their Products, including Products purchased in New Zealand, as soon as conveniently possible after purchase by registering online at [www.baracuda.com.au](http://www.baracuda.com.au)
8. Product registration must occur, and proof of purchase must be received by Fluidra Australia, 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 should telephone Baracuda Australia After Sales Service or, in the case of a Product purchased in New Zealand, telephone Fluidra NZ Customer Service. The After Sales team will troubleshoot your issues over the phone or assist you make a warranty claim. Contact details for Australia are: Ph. 1300 784 423. Address: Fluidra Australia Pty Ltd 219 Woodpark Road Smithfield NSW 2164, Email address: [baracuda.aftersales@fluidra.com](mailto:baracuda.aftersales@fluidra.com). Contact details for New Zealand are: Fluidra Group (NZ) Ltd, 13 Douglas Alexander Parade, North Harbour, Albany, PO Box 302-236, North Harbour Post Centre 0751, North Shore City, New Zealand.
10. The purchaser shall return the product, as far as possible, in its original packaging, to the place of purchase or where directed by the After Sales Service centre. Note: The purchaser will be liable for the cost of shipping the product back to Fluidra for servicing and will be liable to arrange collection of the product once servicing is finished.
11. Third party freight costs incurred by the Purchaser will be reimbursed by Fluidra upon determination of any valid warranty claims.

#### **ADDITIONAL GUARANTEES, 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. Baracuda Australia 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. Baracuda NZ 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

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13 Douglas Alexander Parade  
NZBN 942 903 181 70759  
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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

16. 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 Australia's express warranty.

#### INCONSISTENCY WITH WARRANTY STATEMENTS IN PRODUCT MANUALS OR OTHER DOCUMENTS ACCOMPANYING PRODUCTS

If any warranty statements in a Baracuda Australia or Baracuda NZ product manual or other document are inconsistent with the above Express Warranty and Guarantees, the above overrides and replaces the inconsistent statements. To check that the terms and conditions of the express warranty as set out above are up to date, go to [www.baracuda.com.au](http://www.baracuda.com.au).

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