

Product Warranty

Model: AIO-SPHP5K

Definitions

In this warranty, the following terms have the meanings given below:

POWERBAY	Power Bay Pty Ltd ABN 45 621 285 363
Customer	The Person or Company who purchases the products from POWERBAY
Product	POWERBAY AIO POOL MASTER AIO-SPHP5K
Commencement Date	The day of purchase by the first owner
Site	The original installation site stated in the contract
Warranty Duration Domestic/Residential Use	2 Years

Warranty Terms

POWERBAY warrants our products will be free from manufacturing and material defects for a period of two (2 years) from the original date of purchase by the first owner. This warranty is valid only for the original purchaser and is non-transferable.

Exclusions from Warranty Coverage:

This warranty does not apply to damages or faults resulting from the following:

- Installation, operation, or repairs that do not comply with the safety instructions provided by POWERBAY.
- Faults or damage caused by an improper chemical environment in the pool and spa.
- Faults or damage resulting from improper use of the product.
- Damages caused by negligence, accidents, or force majeure events.

Repairs and Warranty Process:

Repairs performed during the warranty period must be approved in advance and complete by a qualified technician. Any repairs carried out by unauthorized individuals will void the warranty.

At its discretion, POWERBAY will either repair or replace faulty parts covered under this warranty. In order to qualify for warranty coverage, the defective parts must be returned to POWERBAY within the warranty period. The warranty does not cover unauthorised replacements or labour costs. Delivery costs for returning the faulty part are not covered by the warranty.

With respect to the chlorinator

This warranty does not apply to the following situations:

- Installation, operation, or repairs that do not adhere to the safety instructions & user manual.
- Improper use of the chlorinator, in accordance with the manufacturer's recommendations provided in the user manual.
- An improper chemical environment in the pool & spa.
- Failure to maintain the pool's chemical properties at the recommended levels, as outlined in this User manual.
- Damage caused by accidents, electrical surges, abuse, negligence, unauthorized or unqualified repairs, alterations to the product, or incidents such as fire, floods, frost, or force majeure events.
- Unintended use of the device.
- Damage resulting from negligence, accidents, or force majeure.
- Damage resulting from the use of unauthorized accessories.
- Deterioration or damage to concrete, natural stone, wood, or synthetic surfaces near the pool.

Legal Disclaimer:

This limited warranty constitutes the entire warranty. No other guarantees apply, explicit or implicit. This limited warranty grants specific legal rights which may vary by jurisdiction. Under no circumstances shall we be liable for consequential damage(s), special or indirect, regardless of nature, including but not limited to physical injury, property damage, or damage or loss of equipment. Repairs undertaken during the warranty period must be approved before being carried out by a qualified technician. This warranty is void in the event of repairs to the device made by individuals which have not been authorised by POWERBAY. The parts under warranty shall be replaced or repaired at the discretion of POWERBAY. Faulty parts must be returned to us during the warranty period in order to be covered. The warranty does not cover unauthorised replacements or labour costs. Delivery costs for returning the faulty part are not covered by the warranty.

Consumables (Filter, cells, joints, strainer, bearings, check valves) are guaranteed for a period of 6 months.

Warranty Card

Model: AIO-SPHP5K

Customer & Product Information

Please fill in the following information:

Customer Full Name			
Customer Installation Address with Post Code			
Mobile & Email	Mobile: Email:		
Product Model Name			
Product Serial Number			
Purchase Date	DD	MM	YYYY



To register your product warranty online, please scan the QR code or click the link below to complete your registration on our website:

<https://powerbay.com.au/warranty-registration/>

How to Lodge a Warranty Claim:

Warranty Coverage: This warranty covers defects in materials and workmanship under normal use. Warranty Claim Process:

1. To make a warranty claim, please retain this card and your purchase receipt, product Model name and serial number must show on receipt.
2. Contact our Customer Service Department by email: service@powerbay.com.au. For warranty services such as inspections, maintenance, repairs, or part replacements on POWERBAY products, POWERBAY must grant permission before any of these procedures are initiated.
3. Please fill in all the information required on the warranty card.
4. Our team will guide you through the warranty claim process, which may include repair, replacement, or refund.
5. For us to assist with your warranty claim, please supply the following photos:
 - Photo of product name plate / data plate on product
 - Photo of product serial number on product
 - Photo of the product
 - Photo of the faulty parts (if applicable)

For all warranty issues please call or email POWERBAY

POWERBAY	Power Bay Pty Ltd ABN 45 621 285 363
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