

**Dear Customer,**

Your journey with **Fluidra** is important to us. To ensure you get the **best performance** from your newly purchased pool equipment, we offer the following **complimentary services** during the full warranty period.

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## Fluidra After-Sales Support for Pool Equipment

Every pool is unique in shape, size, and reticulation placement, (i.e. weir, aimflow, main drain or water feature) so your pool equipment may require **fine-tuning** to operate at peak performance.

If your Pool Equipment is not performing optimally, please contact our **Customer Care team** before returning the product to the store:


- **Phone:** 086 088 7665
  - (8 to 16h30) Monday to Friday
  - (8 to 13h00) Saturday (January, February, March, September, October, November, and December)
- **Email:**
  - Coastal: [customer.care@zodiac.com](mailto:customer.care@zodiac.com)
  - Inland: [customercare@fluidra.co.za](mailto:customercare@fluidra.co.za)

Our friendly, fully trained staff will assist you **over the phone** to troubleshoot and resolve the issue. If further assistance is required, we will arrange an on-site inspection by a **service technician** (within a 50 km radius of any Fluidra Pro Centre) to carry out standard adjustments and fine-tuning. **This service is offered at no cost during the warranty period.**

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## Call-Out Fees and Lead Times – Important Clarification

Fluidra is committed to supporting our customers and ensuring satisfaction.

- **No call-out fee** will be charged for standard setup, adjustments, or performance-related tweaks under normal usage conditions.
-  A **call-out fee of R575 (incl. VAT)** will apply when:
  - There is clear evidence of **neglect, misuse, or abuse** (e.g., poor water chemistry, suction leaks, or lack of maintenance), product not used for designed purpose.
  - The issue is **unrelated to a manufacturing defect** or normal operational adjustments.

The technician will advise on-site if any of these conditions apply **before proceeding**.

**Lead times** will be confirmed once the claim has been logged with our Customer Care Department, as turnaround times are dependent on capacity and parts availability.

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## Fluidra Warranty and Return Policy

- Fluidra warrants its products against **manufacturing defects** from the original purchase date, provided the product is purchased from an **authorized reseller**.
- This warranty does **not** cover damage due to accidents, misuse, abuse, unauthorized modifications, natural disasters or incorrect application.
- If a product failure is due to a **manufacturing defect**, Fluidra will repair or replace the affected part or product **at no charge**, including the technicians' onsite inspection (within 50 km of a Pro Centre).
- In cases outside the warranty scope, the **standard call-out fee of R575 incl. VAT** will apply.

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- ⚠ **Please note:**
    - Refer to the attached **warranty list** for further details, and note the specific information outlined in the **recommendations and exclusions table**.
    - Used equipment is **not refundable**.
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## Register Your Warranty

To activate your warranty, **scan the QR code** on your newly purchased product to register it. If you choose not to register, please **retain your proof of purchase**, as it will be required for any future claims.

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## Here is a list of the effects that incorrect water chemistry will have on your pool equipment:

### Ideal water chemistry readings:

- pH levels: Maintain between 7.2 - 7.6 in plastered pools and between 7.0 - 7.2 in fibreglass pools
- Total Alkalinity (TA) levels: Maintain between 80ppm - 120ppm for plastered pools and between 120ppm - 150ppm for fibreglass pools
- Chlorine levels: Maintain between 1.5ppm - 3.0ppm in summer and between 1.0ppm - 1.5ppm in winter

### Low or high pH levels:

- The ability of chlorine to oxidize matter and kill microorganisms is directly affected by pH. As the pH rises this ability is adversely affected. In addition, at a pH over 8.0 scaling (precipitation of mineral components) and cloudy water may result.
- As pH falls below 7.0 the acidic condition will cause irritation to the eyes and mucous membranes of swimmers. Low pH (acidic water) can also corrode metal parts of a pool system and damage the plaster finish

### High levels of chlorine:

- The result of excessively high chlorine is the corrosion of the filtration and cleaning equipment in your pool.

### Low levels of Alkalinity:

- If your alkalinity level is too low, then your pool pH can fluctuate at the slightest addition of any acid or base product. pH can drop randomly, which causes damage to pool walls, metal, and may cause an unpleasant swimming experience.

**In the event of incorrect water chemistry, Fluidra Waterlinx will not be able to honour warranty claims on pool equipment. This includes signs of corrosion; chemical build up and scaling.**



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Below are a few examples of damage caused due to incorrect water chemistry:



Sticky flexi foot and disc on a pool cleaner



Corroded pump parts



Corroded and rusted shaft seal for a pump



Chemical build up on a pump

Kind regards,  
**Werner Jacobs**  
Fluidra Customer Care Manager  
[wjacobs@fluidra.com](mailto:wjacobs@fluidra.com)  
(011) 237 3909



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## Fluidra Warranty List:

Category	Sub Category	Description	Brands	Warranty	Details <small>*Refer to recommendation and exclusion table below</small>
Cleaning	Pool Cleaners	Suction	Zodiac, Blu52	2 Years	Manufacturing defects only
		Mechanical	Zodiac, Bluechem	2 Years	Manufacturing defects only*
		Robotic	Zodiac	2 Years	Manufacturing defects only*
		Robotic - Wifi (iAqualink)	Zodiac	3 Years*	Manufacturing defects only*
	Spares/Accessories	Hoses	Blu52, Unifit	1 Year	Manufacturing defects only*
		Hoses	Zodiac	2 Years	Manufacturing defects only*
		Diaphragms	Zodiac	2 Years	Manufacturing defects only*
		Diaphragms	Unifit	1 Year	Manufacturing defects only*
Manual Cleaning	Accessories	Blu52, Zodiac, Bluechem	1 Year	Manufacturing defects only	
	Skimmer	Poolskim	1 Year	Manufacturing defects only	
Filtration	*Pool Pumps	SwimFlo 2	Blu52, Bluechem	3 Years	2 years all components + additional 1 year on motor windings and pump body only
	*380V Motors require: <b>Overload Protection</b>	SunFlo 2	Blu52	3 Years	2 years all components + additional 1 year on motor windings and pump body only
		SunFlo 2 Eco 3	Blu52	3 Years	2 years all components + additional 1 year on motor windings and pump body only
		Bluechem	Bluechem	3 Years	3 year warranty - tank only 1 year on all other parts
	Pool Filters	Multiport valve Series 2	Blu52	1 Year	1 Year (Complete MPV) & MPV Top
		SunFlo	Blu52	3 Years	3 year warranty - tank only 1 year on all other parts
S3 Lumi Pool + Retrofit		Blu52	1 Year	Manufacturing defects only*	
Lighting	Pool Lights	Lumi Q S3 Retrofit	Quality	1 Year	Manufacturing defects only*
		Weir	Swimquip	1 Year	Manufacturing defects only
White Goods	Pool Basin	Distribution Boxes	Quality	1 Year	Manufacturing defects only*
Electrical	Pool Electrical	Transformers	Quality	1 Year	Manufacturing defects only*
		Timers	Quality	1 Year	Manufacturing defects only*
		<b>*Recommendation and Exclusion Table</b>			
All Fluidra Products are covered by a Manufacturing Defects Warranty. Fluidra Products are covered for use in their specified application only.					
<b>Exclusions that apply to all product:</b> Wear and tear, neglect and misuse, poor water chemistry, modifications & external factors.					
<b>Pumps:</b> 3yr warranty. <b>Years 1 and 2</b> include on-site support, and <b>Year 3</b> is a carry-in warranty, requiring the pump to be taken to a Fluidra Pro Centre for repairs.					
<b>Pool Cleaners - Mechanical:</b> Wear and tear parts 1 year only (Tracks, Engine, Body top swivel).					
<b>Pool Cleaners - Robotic:</b> Wear and tear parts 1 year only (Gears, Cable, Tracks).					
<b>Hose:</b> Scuffing is not covered.					
<b>Diaphragms:</b> Only tears of the seams and scuffing on the collar is covered.					
<b>Lighting:</b> NO warranty if light is not used with a watertight cable joint.					
<b>Pool Electrical:</b> Must be installed according to SANS10142.					

