

Warranty

Flolux Pty Ltd (Flolux) warrants that:

- A.** All Flolux fittings conform in kind and quality to their product specifications;
- B.** All Flolux fittings will be free of substantive defects in materials and workmanship;
- C.** All Flolux fittings will be free of any foreign materials, at the time of purchase or delivery;
- D.** All steel components of Flolux fittings, unless specified otherwise, will be manufactured using 316 stainless steel.
- E.** All non-steel elements of Flolux fittings, unless specified otherwise, will be manufactured using poly vinyl chloride (PVC).

Flolux further warrants that Flolux fittings be free of substantive defects in materials and workmanship under normal use, water chemistry and service for one (1) year from the date of purchase, subject to the following:

- 1.** Flolux defines 'substantive defects' as defects impeding the ability to assemble or use the fittings, or significant deterioration. The definition of substantive defects does not include minor marks, indentations, surface imperfections or staining.
- 2.** These warranties do not apply to damage resulting from normal "wear and tear", staining, accident, alteration, misuse, tampering, negligence, inadequate inspections, poor maintenance, acts of God or malicious damage or abuse. For inspection and maintenance requirements, refer to the Terms of Use below.
- 3.** Flolux notes that in certain coastal, saltwater and otherwise additionally corrosive environments, some corrosion will be considered normal "wear and tear" for that environment.

These warranties are in lieu of all other warranties whether express, implied or statutory, including but not limited to any warranty of merchantability or fitness for a particular purpose. The warranty period commences at the earlier of the date of purchase or delivery to the customer. In the event of substantive defects, Flolux must be notified in writing with a description of the defect(s), images and proof of purchase, within the prescribed warranty period, for the warranty to be considered.

Flolux will, at its sole discretion, repair or replace a part, parts or the whole fitting(s), or refund the purchase price (excluding delivery and taxes), of any fitting(s) found substantively defective upon inspection by Flolux or an authorised representative of Flolux. If repairing or replacing a fitting(s), Flolux shall deliver the fitting(s) at its cost however all labor and other costs for installation, disassembly, removal and or disposal of the defective fitting(s), or return of the defective fitting(s), shall be borne by the customer. Replacement parts or fittings will be warranted for the remainder of the original warranties.

The liability of Flolux (except as to title) arising from the supply of a fitting, or its use, whether on warranties, contract, negligence or otherwise, shall not in any case exceed the cost of repairing or replacing the defective fittings, or refunding the purchase price (excluding delivery and taxes). In no event shall Flolux be liable for any direct, indirect, special, incidental or consequential damages including but not limited to any personal injury or death or damage or loss of property of any person, including the customer, and the entire risk arising out of the use of Flolux fittings remains with the customer.

These warranties are only valid if fittings are installed in accordance with the Terms of Use below.

Terms of Use

The following installation, use and maintenance guidelines are recommended by Flolux. These guidelines represent the terms and conditions of supply for the installation, use and maintenance of Flolux fittings.

Flolux fittings are manufactured using 316 stainless steel for fascia and other steel components, and PVC for backing and other non-steel elements. All fascia and stainless steel elements are salt spray tested, checked for defects, electro polished and then packaged individually prior to delivery. At the time of packing, Flolux fittings are free of any foreign materials and defects.

Please be aware that the intended definition of the term 'stainless steel' does not mean, include or imply 'stain-free' steel. Any stainless steel may stain and discolour due to surface deposits and cannot be assumed to be completely maintenance free. In order to achieve maximum corrosion resistance and aesthetic appeal, the stainless steel components must be kept clean and maintained on a regular basis as detailed below.

- 1.** Flolux fittings are to be used in chlorine sanitised pools, spas and water features and any other body of water that does not create an electrical charge.
- 2.** Flolux fittings should remain packaged and only installed immediately prior to handover and always after any cleaning of the pool, spa or water feature and or surrounding area.
- 3.** If Flolux fittings are used in a body of water where an electrical charge is produced by a sanitation system the body of water must be free of dissimilar metals.
- 4.** If galvanic corrosion occurs, a sacrificial anode system can be installed and earthed as per the manufacturer's instructions. This shall assist in protecting stainless steel and the dissimilar metals.
- 5.** Sanitation systems that create an electrical charge include but are not limited to the following: Saltwater chlorination systems, silver and copper ionization systems, and mineral systems including but not limited to Magna pool systems.

6. Flolux fittings should not be used in any body of water where other metals (excluding certified 316 stainless steel) are present, including but not limited to the following: brass and or copper in the skimmer basket handles and or heat exchangers, as galvanic corrosion may result.

7. Sacrificial anodes must be fitted by a registered electrician and may be earthed to either earthing bars in chlorinators / control boxes or electrical earthing points in pump rooms as per the manufacturer's instructions.

8. In the event that Flolux fittings are used in electrically charged bodies of water without an approved sacrificial anode system, Flolux accepts no responsibility for any substantive pitting, staining and or corrosion in Flolux fittings that may occur during or after installation.

9. Due to the properties of stainless steel, any damage to Flolux fittings after installation will likely be from (1) low pH (2) oxidizer damage (3) electrolysis (4) stray electrical currents or (5) galvanic corrosion. It is the sole responsibility of the pool owner and or operator to monitor and properly maintain these conditions to ensure the water chemistry and environment does not adversely affect any Flolux fittings, and that the Flolux fittings remain clean.

10. High concentrate chemicals of any kind must not be used, mixed or applied within 10 metres of any Flolux fittings, including but not limited to acid washing and pouring directly into any body of water that contains Flolux fittings without prior dilution. Any such action may damage Flolux fittings and or their protective coatings and will void any warranty. After acid washing of pools, spas or water features, or surrounding areas, these areas must be then rigorously cleaned with fresh water in order to remove any trace high concentrate chemicals.

11. Steel of any kind must not be cut or ground within 10 metres of Flolux fittings to ensure no steel or other surface deposits come in contact with Flolux fittings. Fine chips of metal (Swarf) can be carried by wind and land in body of water. Any such action of this kind will void any warranty.

12. Flolux accepts no responsibility for any loss or damage to plaster, tiles, stone and or any other internal or external pool finishes caused by any improper installation, maintenance or misuse of Flolux fittings by the builder, the end user and or any other third party.

13. Flolux products are made from 316 stainless steel and are considered a conductive material. Safety regulations vary and you should always consult your local authority to determine what rules may apply in your area. Bonding is the responsibility of the installer, attachment points are present to allow for use of bonding devices if required. Check your local regulations to ensure the installation meets the electrical safety requirements.

14. In order to achieve maximum corrosion resistance and aesthetic appeal, the surface of Flolux fittings must be kept clean. Cleaning schedules carried out on a regular basis will ensure a longer life and reduce marking, pitting, staining and or corrosion due to surface deposits, electrolysis or otherwise.

15. Flolux fittings should be regularly assessed and cleaned by removing the fittings, wiping off any calcium salts and superficial marks and stains, washing them with fresh water, drying them and then reinstalling them. If there are calcium deposits or more stubborn corrosion stains, cleaning them with dissolved calcium - lime - rust all-purpose cleaner solution is necessary. Do not clean with abrasive cloth and always wash them with fresh water prior to reinstallation. In indoor pools, a strong concentration of corrosive vapours builds up and therefore it is important to clean the stainless steel more regularly.

16. If substantive marks or stains appear on Flolux fittings, remove the affected fitting(s) from the body of water and fully submerge the fitting(s) in a calcium - lime - rust solution for minimum 24 hours prior to cleaning with an undiluted CLR solution using a clean cloth. Once marks and stains are not visible, rinse with a new clean cloth using fresh water. If scrubbing is required, DO NOT at any point use a steel wool or brush. Any such action will damage the fitting(s) and will void any warranty.

17. It is the responsibility of the builder and or installer to advise and instruct the end user of the maintenance requirements of the Flolux fittings and or the body of water as it relates to pH levels, oxidation, electrolysis, galvanic corrosion and or stray electrical currents. Manufacturer instructions must be strictly adhered to. Flolux accepts no responsibility for substantive pitting, staining and or corrosion to Flolux fittings that is the result of improper use and or maintenance of the body of water and or Flolux fittings.

18. Flolux accepts no responsibility for any labour and or other costs necessary to effect removal and replacement of a Flolux fittings, including but not limited to the cost of water and chemicals lost or replaced as a result of such removal and replacement.

19. Flolux accepts no responsibility for any incidental or consequential damages, including injury to person or property, resulting from any Flolux fittings.

20. Any component, material accessory or other item ("equipment") not of Flolux manufacture, even if supplied by Flolux, is not warranted by Flolux. In the event of any defect of any such equipment, the end user's rights are limited to only those provided by the manufacturer of the equipment. Such items include but are not limited to pumps, filters, gas heaters and electric heaters.