

**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 (08:00 to 16:30)
- **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 – 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**.

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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**. Refer to the warranty list attached for more details.
- 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.
-  **Please note:** 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

# FLUIDRA

Category	Sub Category	Description	Brands	Warranty	Details *Refer to recommendation and exclusion table below	
<b>Fluidra Warranty List</b>						
Cleaning	Pool Cleaners	Suction	Zodiac, Baracuda, Gemini, Blu52	2 Years	Manufacturing defects only	
		Mechanical	Zodiac, Baracuda	2 Years	Manufacturing defects only*	
		Robotic	Zodiac, Baracuda	2 Years	Manufacturing defects only*	
		Robotic - Wifi (iAqualink)	Zodiac, Baracuda	3 Years*	Manufacturing defects only*	
		Commercial Robotic	Zodiac	2 Years	Manufacturing defects only*	
	Spares/Accessories	Hoses	Blu52, Quality, 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, Quality	1 Year	Manufacturing defects only	
		Skimmer	Poolskim	1 Year	Manufacturing defects only	
Water Treatment	Chlorinators	eXO Series	Zodiac	3 Years*	3 Years (Power Pack & Pro-rata on Electrode only) 1 Year (Probes, tubing and consumables only)	
		Ei Series	Zodiac	2 Years	2 Years (Power Pack & Pro-rata on Electrode only)	
		Q-Series	Quality	1 Year	Manufacturing defects only	
		eXO pH Link + Dual Link	Zodiac	1 Year	Manufacturing defects only	
		Electrodes - eXO Series	Zodiac	3 Years	Pro-rata*	
		Electrodes - Ei Series	Zodiac	2 Years	Pro-rata*	
		Electrode - Q Series	Quality	1 Year	Manufacturing defects only*	
		Electrodes - Saltlogic	Saltlogic	1 Year	Manufacturing defects only*	
		Spares	Zodiac	1 Year	Manufacturing defects only	
Filtration	Pool Pumps	SwimFlo 2	Quality	3 Years	2 years all components + additional 1 year on motor windings and pump body only	
		SuperFlo 2	Quality	3 Years	2 years all components + additional 1 year on motor windings and pump body only	
		Titan 2 SS	Baracuda	3 Years	2 years all components + additional 1 year on motor windings and pump body only	
		SunFlo 2	Blu52	3 Years	2 years all components + additional 1 year on motor windings and pump body only	
		Flo Ease	Zodiac	3 Years	3 years all components	
		SunFlo 2 Eco 3	Blu52	3 Years	2 years all components + additional 1 year on motor windings and pump body only	
		Flo Pro VS	Zodiac	3 Years	3 years all components	
		Titan 2 Eco 3	Baracuda	3 Years	2 years all components + additional 1 year on motor windings and pump body only	
		Titan 2 Eco VS	Baracuda	3 Years	2 years all components + additional 1 year on motor windings and pump body only	
	Pool Filters	SpaFlo	Quality	2 Years	2 years all components + additional 1 year on motor windings and pump body only	
		SuperFlo	Quality	3 Years	3 year warranty - tank only 1 year on all other parts	
		SuperFlo 2	Quality	3 Years	3 year warranty - tank only 1 year on all other parts	
		Multiport valve Series 2	Quality	1 Year	1 Year (Complete MPV) & MPV Top	
		SunFlo	Blu52	3 Years	3 year warranty - tank only 1 year on all other parts	
		Flo Ease	Zodiac	5 Years	5 year warranty - tank only 1 year on all other parts	
	Heating	Heat Pumps	Neo Inverter	Baracuda	2 Years	Manufacturing defects only*
			Maxi	Quality	2 Years	Manufacturing defects only*
Solar		Solar Panels	Baracuda	5 Years	Manufacturing defects only*	
		Solar Panel Spares	Sun Command	1 Year	Manufacturing defects only	
		Pool Covers		2 Year	Manufacturing defects only	
		Pool Cover Spares		1 Year	Manufacturing defects only	
Lighting	Pool Lights	Lumi Pro + S3 Retrofit	Baracuda	1 Year	Manufacturing defects only*	
		S3 Lumi Pool + Retrofit	Blu52	1 Year	Manufacturing defects only*	
		Lumi Q S3 Retrofit	Quality	1 Year	Manufacturing defects only*	
White Goods	Pool Basin	Weir	Quality	1 Year	Manufacturing defects only	
		Weir	Swimquip	1 Year	Manufacturing defects only	
Electrical	Pool Electrical	Distribution Boxes	Quality	1 Year	Manufacturing defects only*	
		Circuit Breakers	Quality	1 Year	Manufacturing defects only*	
		Isolator	Quality	1 Year	Manufacturing defects only*	
		Transformers	Quality	1 Year	Manufacturing defects only*	
		Timers	Quality	1 Year	Manufacturing defects only*	
		Timer Parts	Quality	1 Year	Manufacturing defects only*	

### \*Recommendation and Exclusion Table

Fluidra Products are covered by a Manufacturing Defects Warranty.

Fluidra Products are covered for use in their specified application only.

**Exclusions that apply to all product:** Wear and tear, neglect and misuse, poor water chemistry, modifications & external factors.

**Pool Cleaners - Mechanical:** Wear and tear parts 1 year only (Tracks, Engine, Body top swivel).

**Pool Cleaners - Robotic:** Wear and tear parts 1 year only (Gears, Cable, Tracks).

**Hose:** Scuffing is not covered.

**Diaphragms:** Only tears of the seams and scuffing on the collar is covered.

**All Heat Pumps:** Must be installed according to SANS10142 and with ball valve bypass connection.

**Solar Panels:** No warranty on panel if pierced with sharp object, scuffing or external damage.

**Lighting:** NO warranty if light is not used with a watertight cable joint.

**Pool Electrical:** Must be installed according to SANS10142.

**Electrodes Pro-rata: - Sliding scale after 1 year warranty - pro-rata details below**

- First Period 13 – 18 months **Ei series** 40% of RRP
- Second Period 19 – 24 months **Ei series** 80% of RRP

Pro-rata pricing applies to in-warranty replacements.  
Out-of-warranty or spare electrodes include a full 3-year pro-rata warranty.

- First Period 13 – 18 months **eXO series** 20% of RRP
- Second Period 19 – 24 months **eXO series** 40% of RRP
- Third period 25 – 30 months **eXO series** 60% of RRP
- Fourth period 31 – 36 months **eXO series** 80% of RRP

Pro-rata pricing applies to in-warranty replacements.  
Out-of-warranty or spare electrodes include a full 3-year pro-rata warranty.

