

## Roller - Warranty

Date effective: 1st January 2024

We the manufacturer and supplier warrant that the Sunbather Pool Cover Roller system is guaranteed to continue performing the function for which it was designed (pool cover roller system) for the warranty periods outlined below. No other function or purpose applies.

### **Platinum Roller:**

End frame, roller tube, bung, handle, drop bolt and shaft - Five (5) years

Castors and rubber feet- One (1) year

### **Manual Roller Range - Domestic and Commercial (inc. 114mm - 200mm shafts & custom-made rollers):**

Stainless steel end frames, roller tube, bungs, handles, drop bolts and shaft - Ten (10) years

Bearings and castors - Three (3) years

### **Gear Drive Rollers - 114 GDT, Downunder In-Ground and In-Deck & Seat Roller:**

Roller tube and non-gear end bung - Ten (10) years

End frame, seat, external housing, frame, lid, gear end bung, assembly shaft, gear-drive - Five (5) years

Gear-drive handle - Two (2) years

### **AR200 & MI60 Motorised Rollers:**

End frame, roller tube, bungs and shaft - Ten (10) years

Motor and electronics - One (1) year

### **Underseat Roller - Commercial**

Stainless frame, roller tube and bungs - Ten (10) years

Seating planks - Five (5) years

### **In-Pit Roller - Commercial**

End frames, roller tube, shaft and bungs - Ten (10) years

Treadplate lid and frames - Five (5) years

Gas struts - Three (3) years

### **Aqua Valet:**

Structural frame and casing - Ten (10) years

Castors, bearings and gas struts - Three (3) years

Motor, gearbox, electronics, batteries and wiring - One (1) year

For all roller attachments (e.g. attachment straps or cords) please refer to the Thermal, Bubble and Mesh Warranty.

The benefits provided to the consumer by the warranty are in addition to other rights and remedies available to the consumer under the law.

Our goods 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 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.



 **1800 228 437**

Head Office: 2174 Frankston-Flinders Road, Hastings 3915 VIC

QLD Office: 25 Industrial Crescent, Willawong 4110 QLD

NSW Office: Unit 5, 6 Gladstone Road, Castle Hill 2154 NSW

[sunbather.com.au](http://sunbather.com.au) • [info@sunbather.com.au](mailto:info@sunbather.com.au)

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## Exclusions and Conditions:

1. The purchaser failing to comply with Sunbather installation, maintenance and operational instructions.
2. Damage or failure of equipment caused directly or indirectly from work done on the system by a person not authorised by Sunbather.
3. Normal wear and tear. This is to be determined by an authorised Sunbather representative.
4. Any incidental or consequential losses.
5. Acts of God or extreme weather conditions.
6. Damage caused by overheating above 45 degrees Celsius.
7. Damage or difficulty of use due to uneven ground surface.
8. Fading of seat/lid colours over time.
9. Where rollers are installed or stored indoors, be sure to keep the area well-ventilated. Damage or markings, such as rust, caused by poor ventilation is not covered by warranty.
10. If the Aqua Valet falls into the swimming pool all warranty will be void.
11. We note that manufacturers are not responsible for problems that are beyond their control and will not have to pay damages for goods that fail to meet Consumer Guarantees due to:
  - a cause that occurs after the goods left the manufacturer's control; or
  - an act, default, omission or representation made by some other person that is not an employee or agent of the manufacturer. For example, the original purchaser of the product damaged or used the goods in an unreasonable or unintended manner that caused the defect.
12. Proof of purchase must be supplied.
13. This warranty applies from invoice date.



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# Warranty Claim Process

At Sunbather, we are committed to ensuring the satisfaction and peace of mind of our valued customers. To initiate a warranty claim, please follow our Warranty Claim Process:

## Step 1: Claim Submission

- Access our Warranty Claim Form at [www.sunbather.com.au/support/warranty/](http://www.sunbather.com.au/support/warranty/)
- Complete the form in its entirety, including proof of purchase.
- Submit the form.
- You will receive acknowledgement of your Warranty Claim Form within 2 business days.

## Step 2: Assessment and Inspection

We will carefully review your claim to determine the nature of the issue and whether it falls within the scope of our warranty.

Once a claim has been submitted, a team member will contact you within 7 business days to notify you of one of the following:

- Acceptance of your claim and how we will rectify the issue, including quote where relevant e.g. replace product or repair.
- Decline of the warranty claim and reasons why, as well as options for repair or replacement.
- We are still working on your claim and are awaiting further feedback e.g. review from engineering.
- Further information is required e.g. a site visit is needed.

Sunbather reserves the right to assess each warranty claim individually to determine the appropriate course of action:

**Field Service:** If deemed necessary, we will dispatch our technicians to provide a warranty service on-site.

**Repairs at Sunbather Branch:** Some claims may require the product to be returned to a Sunbather Branch for repair.

For easily returnable products, it is the responsibility of the Purchaser to return them to our designated repair facility at their own expense.

Products returned without prior approval may not be accepted and return costs will be borne by the Purchaser.

## Step 3: Decision

Based on the assessment, we will inform the Purchaser of the outcome:

- If the issue is deemed to be covered by our warranty, Sunbather will repair or replace the necessary parts or products as identified by a Sunbather representative and as per warranty conditions. Where product warranty is month by month pro-rata, a quote may be issued.
- If the issue is determined not to be covered by the warranty, Sunbather can still assist with repair or replacement, but the Purchaser will be responsible for all associated costs.

## Costs

In cases where a site visit is required by a Sunbather technician, an upfront call out fee will be payable. If found to be warranty, Sunbather will refund the call out fee within 5 business days.

In cases where a warranty service is provided and is subsequently found to be non-warranty, the Purchaser will be responsible for:

- Any call-out charges incurred, including travel where applicable.
- Labour costs.
- Replacement parts, if needed.



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