



# THERMAL COVER WARRANTY

Effective 1st May 2023

This warranty is a month by month pro-rata warranty over 5 years for 2mm covers and 8 years for 4mm covers. Sunbather will compensate for the number of months that your pool cover does not achieve its intended purpose, if found to be defective in material or Sunbather workmanship (up to the maximum warranty period).

The customer is liable for the months the cover has been in use. This warranty is not redeemable for cash and can only be used as a discount on a replacement pool cover purchase from Sunbather. This warranty only applies to the original purchaser and is non-transferable.

All other cover accessories including, but not limited to, eyelets, sewn edges, straps, cords, & wind skirts are warranted for a period of 12 months.

In addition to any statutory rights the customer may have, we the manufacturer and supplier warrant that your Sunbather Thermal Cover is guaranteed to continue performing the function for which it was designed, for a minimum of 5 years (2mm) and 8 years (4mm) - Providing the product has been used and maintained in accordance with the warranty's exclusions and conditions.

It is a requirement that your cover is returned to your nearest Sunbather office and all freight costs are payable by the customer. If upon examination of the cover, we determine it to be defective in material or Sunbather workmanship, we will repair or if necessary, replace the cover with the following exclusions and conditions:

## Warranty Exclusions & Conditions:

1. The purchaser failing to comply with Sunbather installation instructions.
2. Normal wear and tear.
3. Any incidental or consequential losses.
4. Marginal stretch or shrinkage of the material (up to 5%).
5. Overheating the cover in temperatures greater than 34°C, either in storage or on the pool/spa.
6. Acts of god or extreme weather conditions. Under such circumstances we recommend that your cover is removed and safely stored.
7. The user subjecting cover(s) to stress conditions which may result in tears, undue creases, cuts or damage. Damage caused by neglect and rough handling are not covered by warranty.
8. Water Chemistry: Pool chemistry must not exceed 2ppm free chlorine levels and pH must not range outside of 7.0 – 7.5. If shock treating the pool, ensure pool cover is off the pool to allow free chlorine to dissipate. Always follow instructions on chemical containers. Damage caused by incorrect water balance is not a manufacturing fault and will not unduly affect the thermal performance of the cover but may affect the cover's appearance, e.g. fading or bleaching. Failure to maintain correct water chemistry levels will cause damage to the cover and fully void the warranty.
9. Due to high temperatures and chemical levels, normal cover warranty periods do not apply when used in a spa. If used in a spa, cover carries a 12 month warranty.
10. Any travel, freight and /or associated costs with warranty claims.
11. Proof of purchase must be supplied.
12. This warranty applies from invoice date.
13. Claims must be made to your nearest Sunbather Pty Ltd branch.
14. Replacements do not come with a new warranty period.

## Important Notes:

Thermal Covers are not safety covers and are not designed to support the weight of humans or animals. Do not attempt to walk on or swim under the cover.