



Waterlink Equipment

Standard Warranty Terms & Conditions

1. General Information

Thank you for choosing Waterlink Equipment Pty Ltd, your trusted partner in commercial water solutions across Australia. Our products are engineered for long-term reliability and ease of use, designed to deliver years of dependable service when installed and maintained as specified.

Before using your equipment, please carefully review the instruction manual. For questions or assistance, our experienced team and authorised Waterlink distributors are always available to help.

2. Safe Installation & Operation

For your safety and to comply with local regulations and Australian Standards, all equipment must be installed and maintained by a qualified technician. Improper installation may result in serious hazards, including electrical risks and potential property damage, and will void the warranty.

3. Water Chemistry Maintenance

Waterlink equipment helps manage water chemistry, but regular testing and balancing remain essential to maintain a clean and healthy pool. We recommend frequent testing by a qualified pool technician or local pool shop.

Required Chemical Levels

To maintain warranty coverage, water chemistry must be kept within the following parameters:

- Free Chlorine: 2–4 ppm
- Total Chlorine: Max 1 ppm above Free Chlorine
- Combined Chlorine: 0.01–1 ppm
- pH: 7.2–7.8
- Total Alkalinity: 90–130 ppm
- Calcium Hardness: 100–300 ppm
- Cyanuric Acid (Outdoor only): 30–50 ppm
- Phosphate: 0.01–0.2 ppm
- Salt Level: 1850–3750 ppm (check Envirogen label)

Important: Failure to maintain these levels will void the warranty.

4. Warranty Coverage & Conditions

Warranty is valid only if all conditions are met:

- Chemicals must be stored correctly (e.g., acid must not be stored within 1.5m of the equipment in enclosed spaces).
- Daily water tests must be conducted using a photometer and recorded.
- Weekly water tests must be performed by a qualified technician or pool shop; records must be available upon request.
- Electrolytic Cells must be kept free of calcium build-up and cleaned with Cell Cleaner ONLY.
- Equipment must be free from vermin infestation.
- Proof of purchase is required for all claims.
- Warranty work is strictly back-to-base repair unless otherwise specified.
- The manufacturer may modify models without notice.

Warranty Commencement

The warranty period commences from the date of installation. For new construction projects, Waterlink may, at its discretion, accept the date stated on the Certificate of Practical Completion as the warranty commencement date, subject to supporting documentation.

5. Warranty Periods by Product

Envirogen Commercial Chlorinators	Tere'O & Odi Touch Dosing Controllers
Control Units: 3 Years	Control Units: 3 Years
Electrolytic Cell: <ul style="list-style-type: none"> 1 Year full replacement (excluding labour) 2 Year pro-rata 	Consumables: <ul style="list-style-type: none"> Probes: 1 Year Injection Points, Probe Tips & Caps: 6 Months
Consumables: <ul style="list-style-type: none"> Probes: 1 Year Injection Points, Probe Tips & Caps: 6 Month 	Synergy AOP UV
	Control Units: 3 Years UV Lamps: 1 Year / 12,000 hours (max 4 on/off cycles daily)

6. Manufacturer's Liability

Waterlink's liability is limited to the repair or replacement of faulty components due to workmanship or material defects. We are not responsible for any consequential damage resulting from operation outside the specified guidelines.

7. Regular User Maintenance

To maintain warranty coverage, users must complete the following:

- Daily check of the Silver "BOB"
- Daily water testing
- Weekly cleaning of the sample block filter
- Fortnightly inspection of the Electrolytic Cell and Injection Points
- Weekly independent water tests (with records stored securely)

8. Warranty Exclusions

Warranty does not cover:

- Incorrect installation or power supply connection
- Use of non-genuine spare parts
- Internal rewiring for tariff control
- Misuse, abuse, negligence, or accidental damage
- Pest infestation or environmental damage
- Wear and tear, including damage from water ingress
- Exposure to extreme temperatures or adverse conditions

9. Making a Warranty Claim

In case of a fault submit an online warranty request via www.waterlink.com
Alternatively, contact Waterlink directly for instructions at info@waterlink.com

Upon approval, return the complete unit along with proof of purchase to the manufacturer, distributor, or authorised service agent.

