



Waterlink Commercial Sanitation Systems

Warranty & Maintenance guide

1. System Overview

CRITICAL: DAILY WATER TESTING & CHEMICAL BALANCE RESPONSIBILITIES

Waterlink Sanitation Systems are engineered to help maintain chlorine and pH levels and assist with controlling combined chlorine, but they do not maintain overall water balance.

Customers are fully responsible for balancing all pool chemistry – including Total Alkalinity, Calcium Hardness, Cyanuric Acid, and Phosphate – in accordance with calibrated photometer test results.

If you do not regularly test, log, and correct water chemistry, the system will not function correctly. Equipment damage caused by unbalanced water will void all warranties.

IMPORTANT NOTICE REGARDING WATER BALANCE

Waterlink Sanitation Systems are designed to assist with controlling chlorine and pH levels and may help manage combined chlorine levels. However, these systems are not a substitute for full water chemistry balancing.

You are still responsible for maintaining the complete water chemistry of your commercial facility. This includes daily testing based on your local health and government guidelines using a calibrated photometer. Waterlink strongly recommends that water be tested at least one hour prior to opening each day, and that all chemical parameters are balanced before the facility is opened to patrons. This includes manually adjusting levels such as Total Alkalinity, Calcium Hardness, Phosphate, and Cyanuric Acid (if applicable) to meet the requirements listed in this guide.

WARNING: Failure to regularly maintain balanced water chemistry will result in poor system performance, accelerated equipment wear, and may void warranty coverage where imbalance is evident or ongoing.

WEEKLY SUPERCHLORINATION REQUIREMENT

In accordance with NSW Health Department guidelines for public and commercial aquatic facilities, all pools and spas must undergo weekly superchlorination to a minimum of 10 ppm free chlorine for at least 12 continuous hours, outside of normal operating hours.

This process is critical for the destruction of chloramines and biofilm and ensures bather safety and compliance.

Failure to conduct regular superchlorination may result in combined chlorine build-up, poor sanitation performance, and will void warranty where improper sanitisation is evident.

Thank you for choosing a Waterlink Commercial Sanitation System. Whether your facility uses a Commercial Dosing System, a Commercial Saltwater Chlorinator, or a Secondary AOP/UV Sanitation System, these systems are engineered for durability, compliance, and efficient operation in demanding aquatic environments.

IMPORTANT: Please review all instructions before use. Improper installation or maintenance can cause equipment failure, void the warranty, and pose safety hazards. Only qualified technicians should install or service this equipment.

2. Required Water Chemistry Levels

Maintaining correct water balance is essential for warranty coverage and proper equipment function:

Parameter	Range
Free Chlorine	2 ppm – 4 ppm
Total Chlorine	Max 1 ppm above Free Chlorine
Combined Chlorine	0.01 ppm – 1 ppm
pH	7.2 – 7.8
Total Alkalinity	80 ppm – 130 ppm
Calcium Hardness	100 ppm – 300 ppm
Cyanuric Acid (Outdoor)	30 ppm – 60 ppm
Phosphate	0.01 ppm – 0.2 ppm
Salt (if applicable)	1850 ppm – 3750 ppm

Failure to maintain water within these parameters will void the warranty.

3. User Maintenance Schedule

Task	Frequency
Check Silver “BOB” (if fitted)	Daily
Water Test (Photometer)	Daily
Independent Water Test (Pool Shop/Technician)	Monthly
Clean Sample Block Filter	Monthly / As required
Inspect Electrolytic Cell (if applicable)	Fortnightly
Inspect Injection Points & Clean	Monthly
Check AOP/UV Lamp & Sleeve	Monthly
Clean AOP/UV Sleeve (as required)	Monthly or as needed
Inspect/Replace Squeeze Tubes & Dosing Lines	Every 6 Months
Securely Store All Test Records	Ongoing
Superchlorinate Pool to 10 ppm (min. 12 hrs)	Weekly

4. Warranty Terms

Component	Warranty Period
Control Units (Dosing/Chlorinators)	3 Years
Electrolytic Cell	1 Year Full Replacement (ex. labour) 2 Year Pro-Rata (parts only)
Injection Points, Probe Tips & Caps	6 Months
Probes	1 Year
UV Lamps	1 Year / 12,000 hours (max 4 starts/day)

Proof of purchase (original invoice) is required for all warranty claims. Warranty covers repair only unless otherwise specified.

5. Warranty Conditions

To maintain warranty eligibility:

- Equipment must be installed and serviced by a qualified technician.
- Acid must not be stored within 1.5 metres of the equipment in any enclosed space.
- Daily water tests must be performed using a calibrated photometer, and records must be retained. Monthly independent tests must be completed by a qualified technician or pool shop, with results available upon request.
- Electrolytic Cell (if applicable) must be free of calcium buildup and cleaned only using approved Cell Cleaner.
- All equipment must be kept free of vermin.
- Weekly superchlorination must be performed in accordance with NSW Health guidelines (10 ppm free chlorine for 12 hours minimum).

Waterlink reserves the right to repair or replace faulty parts at its discretion, in accordance with Australian consumer law.

Failure to meet any of the above conditions will void the warranty.

Warranty does not cover damage from improper installation, lack of maintenance, or water chemistry outside of specified ranges.

UV lamp life is based on usage and a maximum of 4 power cycles per day.

This document may be updated without notice.

For technical support or warranty assistance, please contact your Waterlink distributor or service agent.

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.