

## Waterco Authorised Warranty Agent - Third-party Manufacturer Pool Cleaner Warranty

**Warranty Amendment Clause:** Please note that the warranty agent contract does not cover in-field warranty work for pool cleaners. Please deal directly with the third-party manufacturer of the cleaners. The third-party manufacturer will handle all warranty claims and, in some cases, perform in-field warranty services. This amendment is part of the Swimart warranty agreement contract and applies exclusively to pool cleaners. It does not extend to other Waterco products or imply that Swimart is responsible for warranty services on any other Waterco products.

Additionally, Waterco will not cover or pay for pool cleaners' in-field warranty work as part of the warranty agreement contract with authorised service agents. This change superseded any previous agreements regarding in-field service for pool cleaners.

### Excluded Pool cleaner Models and Brands

- SwimKleen MK11
- SwimKleen NAV
- SwimKleen ATV
- Maytronics Robot Cleaners
- AutoPool Cleaners
- BWT Robotic Cleaners
- AquaQuip Jet-Vac
- Fluidra Cleaners

**Warranty Claims Process** For warranty claims related to the above pool cleaner models, please follow these steps:

1. **Identify the Manufacturer:** Determine the pool cleaner manufacturer from the list above.
2. **Contact the Manufacturer:** Use the contact details provided below to contact the manufacturer directly.
3. **Provide Necessary Information:** Be prepared to provide proof of purchase, a description of the issue, and any other required documentation.
4. **Follow Manufacturer Instructions:** Adhere to the instructions provided by the manufacturer for processing the warranty claim.

### Manufacturer Contact Information

- Maytronics
  - Phone: 1300 693 657
  - Email: [customerservice@maytronics.com.au](mailto:customerservice@maytronics.com.au)
  - Website: <https://mpp.maytronics.com.au> (Maytronics Partner Portal)
- Autopool
  - Phone: 1300 656 959
  - Email: [warranty@autopool.com.au](mailto:warranty@autopool.com.au)
  - Website: <https://autopool.com.au/warranty-claim/>

## Third-Party Manufacturer Pool Cleaner Warranty Information

- BWT Lincoln Robotic Cleaners
  - Phone: 03 9587 4143
  - Email: [sales@linc.com.au](mailto:sales@linc.com.au)
  - Website: <https://bwt pools.com.au/warranty-registration/>
  
- AquaQuip
  - Phone: 02 9643 8338
  - Email: [service@aquaquip.com.au](mailto:service@aquaquip.com.au)
  - Website: <https://aquaquip.com.au/product-registration/>
  
- Fluidra
  - Phone: 1300 763 021
  - Email: To lodge a new service request/warranty claim, please go to MyFluidra Warranty Portal
  - Website: <https://warranty.fluidra.com.au>
  
- Hayward Pool Products (Aus)
  - Phone: 02 684 9100
  - Email: [warranty@hayward.com.au](mailto:warranty@hayward.com.au)
  - Website: <https://hayward.freshdesk.com/support/tickets/new>

**Waterco Support** Waterco is committed to supporting Swimart through the warranty process. If you need assistance, please use Poolware or the website <https://www.waterco.com.au/customer-service/warranty> to contact our warranty support team. We can help facilitate communication with the manufacturer to ensure a smooth resolution.

**Online Reference** For the most up-to-date information on pool cleaner warranties and contact details, please visit the Waterco Website and use this link: <https://www.waterco.com.au/customer-service/warranty-terms>

Please note that the warranty information of third-party manufacturers of pool cleaners is subject to change at any time. We reserve the right to modify the terms and conditions as necessary. Any changes will be communicated to Swimart through our website and will take effect immediately upon posting.