

## WARRANTY POLICY

### Introduction

This document supersedes all previous version of our statements / publications.

### Warranty Cover

If a defect occurs in any Minder product during the warranty period, Minder will at its discretion, repair the product or replace, free of charge provided that the defect results solely from poor workmanship or materials and subject to these terms and conditions. Customer will need to follow the below warranty claim process from Minder in order to obtain the benefit of this warranty. Minder is not, however, responsible under this warranty for any cost of shipping or transportation for the return of the products to Minder and the delivery of repaired or replacement product to customer. Minder shall not be liable for any loss of time, inconvenience, incidental expenses such as labor cost, phone calls, legal cost or material cost incurred in connection with the replacement or removal of the product, and any other consequential or incidental damage on persons or assets. Minder will not be responsible for any business profit loss due to operation stop and the non-conformity product. No indemnity or damages can be claimed on any account whatsoever.

### Warranty Period

All products sold by Minder are covered by a one year warranty. The exceptions to this are the products listed in the schedule (which also specifies relevant warranty periods). All warranty periods commence on the date of invoice.

Product	Warranty Period
Filters	1 year (Valve: 1 year)
Pumps	2 years (O-ring, Gasket, Seal-1 year)
Underwater Lights	1 year (Bulbs – 90 days)
Pool Ladders	1 year
Control Devices	1 year
Salt Chlorinators & UV Systems	1 year
Fittings	1 year
Cleaning Equipment & All others	1 year

## Conditions of Warranty

This warranty only applies where:

1. The products requiring installation have been sold with installation included and have been installed by a licensed plumber, electrician, technician or a person supervised by one of these people, in accordance with any written installation instructions provided.
2. The products have been operated in accordance with written instructions supplied by Minder;
3. The products has been serviced and maintained regularly. (at least once a month)
4. Any pump has not been allowed to run dry or to run on electrical extension cord.
5. Any pool and spa equipment has been used in water with a temperature not exceeding 40 degrees Celsius and non-salt water (except mild saline water which are compatible with swimming pool salt water chlorination systems), unless otherwise stated by Minder in both the respective product labels and brochures that it is suitable for seawater applications.

## Exclusions

This warranty does not cover, and Minder will not be responsible for, any defect or damage caused or contributed to by:

- a) Installation or use of the product other than in accordance with Minder's written instructions, any statutory requirements and these terms and conditions;
- b) Use of the product for a purpose other than for which it was designed or sold;
- c) Abuse, misuse, corrosion, internal and external, or normal wear and tear;
- d) Any repairs or modifications whatsoever carried out by any person, other than a Minder authorized service dealer;
- e) Damage caused by careless handling, improper repackaging or shipping;
- f) Damage caused by failure to maintain water chemistry in conformity with the standards of the swimming pool industry for any length of time.
- g) Damage due to unauthorized product modifications or failure to use original replacement parts from Minder.
- h) Damage caused by negligence or failure to properly maintain products as specified in the Minder's written instruction.
- i) Damage caused by misapplication of electricity, natural calamities, or physical force.
- j) Damage caused by water freezing inside the product.
- k) Accidental damage, fire or other circumstances outside the control of Minder.

## Claim Process

Minder's Claim Process in 3 steps:-

1. Customer contacts Minder's salesperson and provides completed details of the claim which includes:
  - Description of the complaint/failure
  - Information about the failed/damaged products e.g. the product part number(s) and serial number(s)
  - Relevant photos/videos (good quality images/ videos)
2. Minder Quality Assurance Department will review the claim in accordance to the "Minder Warranty Policy" in the 2019 Minder Product Catalogue.
3. After investigation, Minder will inform the customer of the said claim and follow up with the customer accordingly.

Minder Water Industries reserves the final right to exercise all warranties in case of disputes.