



[sunloverheating.com.au](http://sunloverheating.com.au)  
sales@sunloverheating.com.au  
ABN: 87 858 371 003 | ACN: 128 491 734

**Head Office**  
6-8 Austral Place  
Hallam VIC 3803  
Phone: 03 9887 2131

**New South Wales**  
Unit 2, 10 Boden Road  
Seven Hills NSW 2147  
Phone: 02 9838 0000

**Queensland**  
11 Andy Court  
Upper Coomera QLD 4209  
Phone: 07 5679 6821

Dear Valued Customer,

## **CONGRATULATIONS ON THE PURCHASE OF YOUR NEW SUNLOVER HEATING SYSTEM!**

Please find enclosed your relevant warranties and operating instructions.  
For more information about our products and to download your warranty information, please visit our website at <https://sunloverheating.com.au/warranties/>

To ensure you have many years use of your Sunlover Pool Heating System, we recommend that you have it serviced regularly, to check for any maintenance requirements that may spring up over the Winter season and have them rectified well before the swimming season begins.

In order to avoid significant delays during the rush of service and maintenance bookings we receive during the swimming season, we recommend registering for our Annual Maintenance program, scheduled yearly between May and August.

If you would like to register for our Annual Maintenance Program, please log your details at <https://sunloverheating.com.au/service-request/>

Should you have any queries regarding the operation of your Sunlover Solar Pool Heating System, please do not hesitate to contact our your local Sunlover Heating Office during business hours for assistance.

Thank you for your business and we know you will be very happy with your decision to purchase your Sunlover Heating product.

### **TECHNICAL SUPPORT**

Additional information, including troubleshooting videos, can be found on our **YouTube Channel** [https://www.youtube.com/@sunlover\\_poolheating\\_equipment](https://www.youtube.com/@sunlover_poolheating_equipment).

If you have any further product or installation inquiries, please reach out to your local Sunlover office. We'll be glad to provide assistance or guide you to the nearest authorized support agent.

Sunlover Heating Pty Ltd  
1800 815 913  
[service@sunloverheating.com.au](mailto:service@sunloverheating.com.au) or [customerservice@sunloverheating.com.au](mailto:customerservice@sunloverheating.com.au)

We recommend that you register all products to ensure you are covered by your Warranty online at <https://sunloverheating.com.au/service-request/warranty-registration/>

Registering your products simplifies proof of purchase in the event of a warranty claim.





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## PREVENTATIVE MAINTENANCE

The Sunlover Annual Preventative Maintenance Plan offers on time specialized service along with genuine Sunlover parts to ensure uninterrupted pool enjoyment.

Similar to regular car servicing, your solar pool heating system deserves the same attention. An annual service guarantees year-round pool functionality. Undertaken by experts, it ensures optimal system performance and addresses minor issues before they escalate.

To avoid the seasonal rush for Service and Maintenance bookings, we suggest enrolling in our Annual Maintenance program. A dedicated Sunlover field service technician will conduct a yearly visit based on your customized Preventative Maintenance schedule. This tailored approach covers various service levels for your unique pool heating needs.

Should any potential issues be identified, our technician will recommend appropriate actions to maintain your pool heating system's efficiency.

### BENEFITS

- ✓ Lowest Total Cost of Ownership through increased pool availability and reliability of your heating
- ✓ Significant cost savings due to an efficient, well-maintained heating system
- ✓ Easy budget planning for entire life of the heating system
- ✓ Detailed reporting and advice per service
- ✓ Flexibly to suit your requirements

*\*additional or specialised materials not previously discussed or quoted are priced on request*

### THE GOAL IS TO MAKE SURE THERE IS NO LOST SWIMMING TIME

If you're interested in joining our Annual Maintenance Program, which you can withdraw from anytime, please register your details at <https://sunloverheating.com.au/service-request/>





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## WARRANTY

### Governing Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This Warranty is between the Original Consumer and Sunlover Heating Pty Ltd ABN 87 858 371 003 and commences from the date of purchase for the sole benefit of the original Consumer and with respect to the original installation only (non-transferable under any circumstance).

Effective September 1st, 2017, SUNLOVER hereby confirms the following warranty conditions:

- Initial Warranty Period: 10 years
- Subsequent Warranty Period: 15 years (referred to as the Lifetime Limited Warranty)
- PVC Fittings and Pipe: 12 month Warranty
- Installation Labour: 12 month Warranty

Please refer to separate Product Manufacturer's Warranty for equipment such as controllers, sensors, or pumps.

### Warranty Coverage and Obligations

During the Warranty Period, Sunlover warrants that the Product will be free from material defects in materials and workmanship under normal use and maintenance.

This Warranty is subject to the terms and conditions set out hereunder.

- This Warranty is solely for the benefit of the original Consumer and is therefore not transferable. If at any time, the solar product is resold or has changed ownership; this Warranty shall become null and void.
- During the Initial Period (10 Years), the Warrantor shall be required to exchange a defective Panel due solely to faulty materials or workmanship.
  - ▷ Cockatoo Coverage: During the first 5 years of this Initial Period, the Warrantor shall be required to exchange a defective Panel due to any direct damage caused by the Cockatoo bird. During years 6 through 10 the Warrantor will provide Consumer a replacement Panel at 50% of the current published Panel List Price, in effect at the time of discovery, for any direct damage caused by the Cockatoo bird.
- During the Subsequent Period (15 years), the Warrantor shall be required, under this Limited Lifetime Warranty, to replace a defective Panel due solely to faulty materials or workmanship, the cost of such replacement will be 50% of the current published Panel List Price, in effect at the time of discovery, to be assumed by the Consumer.
- Any claims for repairs conducted without prior approval will be rejected.
- Faults attributed to installation or labour errors will be covered by a 12-month warranty from the installation date. Sunlover Heating Pty Ltd will undertake repairs or replacements at their cost.
- This Warranty extends only to damages resulting from defects in materials and workmanship. It does not encompass parts subjected by Consumer neglect, negligence, misuse, modification, abuse, , accidental damage, violent storms, abnormal weather conditions, freight, improper installation or storage, inadequate maintenance or by any other fortuitous event caused by any other means whatsoever being out of Warrantor's direct control.
- The warranty will be nullified if products are operated outside the manufacturer's recommendations or have been misused, modified from specifications, or subjected to accidents or owner abuse.
- This Warranty extends benefits beyond any other available rights and remedies under applicable laws.





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- The Warranty covers product repair or replacement if faults arise from material or manufacturing defects. Sunlover Heating may opt for repair or replacement at its discretion.
- Sunlover's obligation under this Warranty is limited to supplying or repairing defective components at its discretion, with the Consumer bearing the price difference if replacement is chosen.
- After the initial 12 months from installation, this Warranty excludes labour costs for repairs.
- This Warranty does not include labour or associated parts costs in its implementation. Any costs related to labour or parts during the execution of this Warranty are the sole responsibility of the Consumer.
- Any damage occurring after the product leaves Sunlover Heating's control is not covered by this Warranty.
- This Warranty applies solely to the original Consumer and is void if products are used outside swimming pools or spa pools and chemical balance isn't maintained as recommended.
- This Warranty becomes void if a Sunlover Digital Controller with Winterising function is not used.
- No agent or representative of Sunlover Heating has the authority to alter this Warranty.
- If any provision of this Warranty becomes illegal or unenforceable, it will be severed.
- Warrantor shall not be liable for any direct or indirect damages resulting from the solar product or Defective solar product.
- The benefits conferred by this Warranty are in addition to all other rights and remedies in respect of the product (or service), which a purchaser has under the Trade Practices Act and similar State and Territory Laws.
- All expenses associated with making a claim or fulfilling obligations under this Warranty are the responsibility of the Consumer.
- No Warranties are, or have been made by Warrantor with respect to the Panel other than those expressly included in this Warranty
- The Warrantor's liability is limited to the Panel's purchase cost from Sunlover Heating.

## Installation, Maintenance and Consumer Responsibilities

- The solar product must be installed in accordance with The Sunlover Heating Installation Manual. Local installation regulation shall provide the base standards by which the installation is performed.
- Installation standards include but are not limited to:
  - The Panel must be fully drained when they are not in use.
  - The Panel must not rest on any sharp objects.
  - The Panel must be supplied with filtered water.
  - The Panel must not be anchored at both the top and bottom header.
- The Consumer is responsible for the good working condition of the system. If you find that your system is not in good working condition, contact Sunlover or an Authorised Dealer immediately.
- The Consumer is responsible for maintaining a regular service program on the system with Sunlover or an Authorised Dealer. The system is to be serviced a minimum of every 12 months from the date of installation. Failure to comply with an annual service of the system will void the product Warranty. The Consumer is responsible for all charges associated with regular servicing of the system.

## Shipping Costs and Authorisation

- Prior to returning any defective Panel to the Warrantor, written authorisation must be received from the Warrantor. If authorisation instructions are not followed, this Warranty shall become null and void.
- The Consumer is responsible for any freight involved in returning to the Warrantor's Plant, any defective Panel for exchange under this Warranty.
- Upon approval of the Warranty claim, the Warrantor will make available a Replacement Panel for the Consumer.
  - The Consumer can opt to pick up the Replacement Panel from the Warrantor's Plant.
  - The Consumer can opt for the Warrantor to ship the Replacement Panel to the Consumer, at the Consumer sole expense.

