CELSIUS PRO AND CELSIUS PLATINUM HEAT PUMPS WARRANTY

This is a Limited Warranty issued by Boss Polymer Technologies Pty Ltd, trading as Boss Pool Heating, ACN 26 053 088 529, of 28 Miles Street, Mulgrave, VIC 3170. It applies to Celsius Pro and Celsius Platinum Heat Pumps and associated components (collectively, the "Product"), designed and sold strictly for the purpose of heating swimming pool and spa water. No other function or purpose applies.

This warranty is non-transferable and applies only to the person who purchased the Product from a Boss Pool Heating partner, dealer, or installer ("Original Purchaser"), and only to the Product's original installation. All warranty claims must be made through the Original Purchaser's partner, dealer, or installer.

Provided that the Product was used and maintained appropriately, Boss Pool Heating warrants to the Original Purchaser that the Product will be free from defects in materials and workmanship originating in the manufacturing process under normal use for the periods specified in the coverage table below, when purchased from and properly installed by a Boss Pool Heating partner, dealer, or installer. The Warranty Period commences on the date of installation or ninety (90) days from the date of purchase, whichever occurs first.

COVERAGE SUMMARY

The following table summarises the key coverage periods under this warranty. Full terms and conditions are detailed in the sections below.

Coverage	Period	Details
Titanium Heat Exchanger (Corrosion Only)	25 years	Celsius Pro & Celsius Platinum
Compressor (Platinum)	10 years	Full cover
Compressor (Pro Series)	5 years	Full cover
Parts	5 years	Full cover
Labour, Travel & Freight	1 year	Included for approved claims in year 1 only. Customer pays thereafter.

REMEDIES

If a valid claim under this warranty is received within the applicable Warranty Period, Boss Pool Heating will, at its sole discretion, either (i) repair the defect; (ii) replace the Product with a product that is at least functionally equivalent; or (iii) refund the original purchase price of the Product to the Original Purchaser.

FURTHER CONDITIONS

If the Product is replaced under this warranty, Boss Pool Heating may require the return of the defective item(s). The replacement item(s) will carry the remainder of the original Warranty Period, provided that the original installation was carried out by a Boss Pool Heating partner, dealer, or installer in accordance with the official Boss Pool Heating installation manual.

Any replacement item becomes the property of the Original Purchaser. The defective item (or part thereof) becomes the property of Boss Pool Heating. Where a refund or replacement is offered, it is conditional upon the return of the defective item(s) (or part thereof) to Boss Pool Heating.

This warranty includes related labour, travel and freight incurred for an approved claim in the first one (1) year of the Warranty Period. Any labour, travel, freight, or other costs incurred after the first (1) year are to be paid by the Original Purchaser.

For service callouts where no fault is detected, Boss Pool Heating reserves the right to charge the purchaser for the cost of inspection, labour, freight, travel and all other costs.

Annual inspection by an approved Boss Pool Heating partner, dealer, or installer is recommended to maintain optimal performance and to support any future warranty claims.

EXCLUSIONS & LIABILITY LIMITATIONS

Boss Pool Heating shall be released from all obligations under this warranty in the event that:

- The Product was not installed and/or operated in accordance with all applicable laws (including AS/NZS 5352), the Boss Pool Heating installation manual, and the manufacturer's guidelines;
- Electrical work was not carried out by a licensed electrician in accordance with Australian electrical safety laws and standards;
- The Product has been subjected to misuse, neglect, accident, or other external causes, or if repairs or modifications were made by service personnel not authorised by Boss Pool Heating;
- Failure due to damage, misuse, neglect, abnormal weather conditions, foreign matter, rodent, bird, or vermin attack;
- The Product has been connected to an improper, inadequate, or faulty power supply, water, gas, or drainage services;
- The purchaser has failed to maintain the Product in accordance with the maintenance schedule specified in the installation manual;
- The Product has been used for any duty or subjected to any operating condition other than what it was specifically designed for;
- Damage to the heat exchanger or other parts due to incorrect chemical conditions of the pool water;
- Damage (including to internal electronics) caused by a power surge, lightning strike, insect or animal ingress;
- Damage caused by exposure to weather or atmospheric fallout;
- Inadequate ventilation to the unit;
- Damage or defects are caused by force majeure, including but not limited to fire, lightning strikes, storms**,** earthquake, flood, hail, sandstorms, or cyclones.

The warranty applies only to the Product and parts manufactured by Boss Pool Heating and not to any other component, system, or installation. The warranty will only cover the Product if the installation and mechanical stability conditions, as detailed in the installation manual and its appendices, are met.

Except as expressly provided in this warranty or prescribed by the Australian Consumer Law, Boss Pool Heating does not make and hereby disclaims any express or implied warranties relating to the Product, including but not limited to merchantability or fitness for a particular purpose, or any warranties that might arise from a course of dealing, usage, or trade practice. Except as provided in this warranty and to the full extent permitted by law, Boss Pool Heating shall not be responsible and/or liable for any direct, special, incidental, or consequential damages or loss resulting from use of the Product and/or any breach of the above warranty or under any other legal theory.

GOVERNING AUSTRALIAN CONSUMER LAW

This warranty shall be governed by the laws of the State of Victoria, Australia.

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 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.

WARRANTY PROCESS

Initial contact should be made to the original Boss partner, dealer, or installer of the Product within thirty (30) days of discovering the fault. The original Boss partner, dealer, or installer will then investigate and contact Boss Pool Heating to register the warranty issue.

Boss Pool Heating will require proof of original ownership, product identification (including serial numbers), photographs and details of the claim. Upon verification and authorisation, replacement/s will be undertaken in adherence with this warranty. If the original Boss partner, dealer, or installer is uncooperative or no longer trading, please contact Boss Pool Heating and we will explain in detail the information required to make a claim. No system shall be removed, or its identification labels removed; it must be left in place to be evaluated. Removal will void the warranty.

WARRANTY REGISTRATION FORM

Access our Warranty Claim Form at: https://bosspoolheating.com.au/support/warranties/ and submit with all required fields filled out. We will carefully review your claim to determine the nature of the issue and whether it falls within the scope of our warranty. Once a claim has been submitted, a team member should contact you within seven (7) business days regarding proceeding action.