TWELVE (12) YEAR LIMITED AUSTRALIAN WARRANTY

This is a Twelve (12) Year Limited Warranty issued by Boss Polymer Technologies Pty Ltd (Boss/Boss Pool Heating), trading as Boss Pool Heating, ACN 26 053 088 529, of 28 Miles Street, Mulgrave, VIC 3170. It applies to Boss NanoEdge DIY solar pool heating products, including Boss NanoTek® collectors, NanoEdge header pipes, and associated Boss-manufactured components (collectively, the "Product"), designed and sold strictly for the purpose of heating swimming pool and spa water.

This warranty is non-transferable and applies only to the person who purchased the Product ("Original Purchaser"). All warranty claims must be initiated by the Original Purchaser.

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 Summary below. The Warranty Period commences on the date of invoice.

This is a DIY system warranty covering Boss-manufactured components only. Labour, installation, inspection, travel, and freight costs are not covered unless otherwise specified below. The quality of installation workmanship is the sole responsibility of the homeowner and is not covered under this warranty.

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
Boss NanoTek® Collector	12 years	Full cover for manufacturing defects.
NanoEdge Header Pipes & Components	12 years	Full cover for manufacturing defects.
VacRel® Vacuum Relief Valve, TufGauge® Pressure Gauge & Drain Down Tube	1 year	Full cover for manufacturing defects.
Freight (Confirmed Defects)	—	Conditions apply; see General Conditions.

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

GENERAL CONDITIONS

- The Warranty Period begins strictly from the date of invoice.
- The Product must be installed and operated in accordance with the Boss Installation Manual and all applicable laws.
- Labour, travel, inspection, freight, or any other service costs are expressly excluded, as this is a DIY system warranty covering Boss-manufactured components only.
- Freight for replacement parts may be covered at Boss Pool Heating's discretion when a manufacturing defect has been confirmed. In all other cases, freight costs remain the responsibility of the Original Purchaser.
- Verification of a suspected defect must be carried out by the homeowner, who is responsible for providing evidence (such as photographs or descriptions) to Boss Pool Heating. Boss Pool Heating will determine, based on this evidence, whether a manufacturing defect exists.

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 Product was installed in accordance with the Boss 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 Product (or part thereof) to Boss Pool Heating.

EXCLUSIONS & LIABILITY LIMITATIONS

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

- The Product has been used for any purpose other than swimming pool or spa heating;
- Boss Pool Heating determines, after investigation, that no fault exists in the Product. In this case, Boss Pool Heating reserves the right to charge the Original Purchaser for the cost of inspection;
- The Product has been altered or modified so that it no longer complies with the Boss Installation Manual;
- Damage or failure is due to incorrect installation, poor workmanship, or the use of non-Boss components in the system;
- Damage arises from causes outside the reasonable control of Boss Pool Heating, including but not limited to mishandling, vermin, birds, rodents, neglect, or mechanical damage;
- Defects arise from poor water quality, inadequate water flow, excessive hydraulic pressure, or blockages within the system;
- Splitting, crushing, or failure of thermoplastic, PVC nitrile, or ancillary products resulting from insufficient vacuum relief;
- Adhesion failure of strip collectors to roof surfaces;
- Damage to roofs, gutters, or water storage caused by leaks from the solar system.

- Consequential damage from chemically treated pool water, rainwater ingress caused by blocked gutters, or obstructed watercourses is also not covered. It is the customer's responsibility to keep gutters and waterways clear of debris; or
- Damage or defects are caused by force majeure, including but not limited to fire, lightning strikes, 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.

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, 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 fulfilling all required fields. 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.