FIFTEEN YEAR (15) LIMITED AUSTRALIAN WARRANTY

This is a Fifteen (15) 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 Rhino Rigid Panels and Rhino Ancillary Components (collectively, the "Product"), manufactured in Australia for the purpose of heating swimming pools and spas.

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 a period of fifteen (15) years from the date of purchase ("Warranty Period") 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 one (1) year from the date of manufacture, whichever occurs first.

This warranty covers manufacturing defects only. The quality of installation workmanship is the responsibility of the Boss Pool Heating partner, dealer, or installer who carried out the installation and is not covered under this warranty. Damage caused by freezing, including failure to drain the Product or associated pipework, is also not covered.

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
Product Warranty (Manufacturing Defects)	15 years	Years 1–12: full cover. Years 13–15: pro-rata at 50% of then-retail price.
Cockatoo Damage	12 years	Years 1–7: full cover. Years 8–12: pro-rata: 50% of then-retail price
Labour, Travel & Freight	1 year	Included for approved claims in year 1 only. Customer pays thereafter.

REMEDIES

1. If a valid claim under this warranty is received within the first twelve (12) years of the 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.
2. If a valid claim under this warranty is received within the last three (3) years of the Warranty Period, the Original Purchaser will be entitled to purchase a replacement Product at one-half of the then-current retail price.

TWELVE (12) YEAR LIMITED AUSTRALIAN COCKATOO DAMAGE COVERAGE

Boss Pool Heating offers the following twelve (12) year limited warranty in relation to damage to the Product caused solely by cockatoos.

During the first seven (7) years of the Warranty Period, the Product will be repaired or replaced at Boss Pool Heating's discretion at no material cost to the Original Purchaser.

During years eight (8) through twelve (12), the Product will be repaired or replaced at Boss Pool Heating's discretion, except that the replacement Product will be at one-half of the then-retail price to the Original Purchaser.

Labour, travel and freight costs for cockatoo damage claims follow the same terms as the general warranty: included for approved claims in the first one (1) year of the Warranty Period only. After the first year, all such costs are to be paid by 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.

EXCLUSIONS & LIABILITY LIMITATIONS

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

- The Product has been repaired, altered, or modified by any person so that it no longer complies with the applicable Boss Pool Heating installation guidelines;
- The Product was not installed and/or operated in accordance with all applicable laws and the installation guidelines;
- Damage is directly attributed to a failure to maintain the Product in accordance with the installation guidelines;
- Damage caused by freezing, including but not limited to failure to drain the Product or associated pipework;
- 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 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

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

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.