



Warranty Procedure - Items purchased from Australia - Effective 26 November, 2024 - FOCUS PRODUCTS

Proof of purchase in the form of original purchase receipt to the original purchaser only and is available according to the following schedule and is subject to our standard warranty conditions.

Product Description	Standard Warranty (parts only)	Pro-Rata Warranty (based on RRP)
Domestic Chlorinators		
ROK-X/ROK-S Range	2 Year on Power Pack. 1 Year Commercial on all.	5 Year on Cell. 2 Year replacement, thereafter % of RRP.
ROK-E Range	2 Year Warranty	No Pro Rata
ROK-XP Range	3 Years on Power Pack and cell. 1 Year Commercial on all.	No Pro Rata
Replacement Commercial Electrodes	2 Years on Commercial Installation	No Pro Rata
Replacement Electrodes	2 Years on all. 1 Year on Commercial installation.	No Pro Rata
Replacement Chlorinator Spares	12 Months Parts (3 Months Labour)	

How our Pro-Rata operates

When a warranty claim is made under the pro-rata, the follow table is applied. Full replacement within the first 2 years, provided all warranty conditions below are met.

Year	2 year full warranty + 3yrs Pro-rata
0 < 24 Months	Full Replacement
24 < 36 Months	40% of replacement cost
36 < 48 Months	60% of replacement cost
48 < 60Months	80% of replacement cost

Claiming warranty on your Noria ROK

To be eligible to claim warranty support available to the original purchaser, prior to repairs being undertaken you must provide the following:

1. Model & Serial No
2. Installation Date
3. Details of issue
4. Cell Serial No
4. Proof of purchase showing date & who purchased from
6. Full name, number & address

Any item that is hard wired to a power supply cannot be serviced on site. The item will need to be removed by your third party electrician and returned to Crystal Aquatic Systems.

Conditions

1. On site support will only be provided for Commercial installations located within 100km of the Authorised Service Agent in the metropolitan areas of Brisbane and Gold Coast. For Installations outside the specified radius the customer may have to pay a travel fee. Warranty does not cover damages resulting from incorrect installations, improper storage, improper operation, water chemistry, external weather conditions/elements or freezing. For product specific warranty information refer to conditions and exclusions provided with product manuals.
2. To claim warranty a history of water balance test records must be provided to show compliant water balance has been maintained for the product.
3. The item must be delivered to our factory or service agent for inspection. We will assist in the returning of the repaired or replaced item if within Australia Post domestic range in Australia.

Exclusions

This warranty does not cover, and Crystal Aquatic Systems will not be responsible for any defect or damage caused or contributed by:

1. Installation or use of the product other than in accordance with Crystal Aquatic Systems written instructions, any statutory requirements and these terms and conditions.
2. Use of the product for a purpose other than for which it was designed or sold.
3. Abuse, misuse, corrosion, internal and external or normal wear and tear.
4. Any repairs or modifications whatsoever carried out by any person, other than a Crystal Aquatic Systems authorized service dealer.
5. Exposure to water not caused by a defect in the product: and
6. Transit of the product over which Crystal Aquatic Systems has no control.
7. Indadequate ventilation.
8. Insect or vermin infestation.
9. Use with bore water may void warranty.

This warranty is not transferable under any circumstances.

*This document supersedes all previous publications and should be read in conjunction with specific warranty conditions listed in product

*Please register your product at www.crystalas.com under the support tab