madimack

gt/freedom

INSTALLATION MANUAL



Powered by invermac TECHNOLOGY

THANK YOU

Congratulations on purchasing Madimack's innovative GT Freedom cordless robotic cleaner! We are so happy that you chose our brand to partner with. The Madimack GT Freedom represents a new era in cleaning technology, and we are thrilled that you are now a proud owner. With its cutting-edge features, intelligent navigation, and powerful performance, this robotic cleaner is set to revolutionise your cleaning routine and provide you with unmatched convenience.

We are committed to your satisfaction and are here to support you throughout your ownership journey. Should you have any questions, feedback, or require any assistance with your new Madimack GT Freedom cordless robotic cleaner, please visit our website which is just a click away www.madimack.com.

Once again, congratulations on your purchase! Enjoy getting to know one of our favourite products, the GT Freedom.

Warm regards,



Alex Welsh

Madimack Global CEO

PLEASE READ THE MANUAL CAREFULLY BEFORE INSTALLATION & OPERATION AND RETAIN IT FOR FUTURE REFERENCE.

Adherence to the directions for use in this manual is extremely important for health and safety. Failure to strictly adhere to the requirements in this manual may result in personal injury, property damage and affect your ability to make a claim under Madimack's warranty provided with your product. Products must be used, installed and operated in accordance with this manual. You may not be able to claim on the manufacturer's warranty in the event that your product fault is due to failure to adhere to this manual.

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NOTICE

WARNINGS

This page contains information that will help you operate the robot safely, prevent hazards and prevent damage to the robot or other property.

General Warnings

- Keep the robot out of reach of children or persons with reduced physical, sensory or mental capabilities without supervision or instruction
- Read the instructions before operating the robot.
- Keep the robot out of the reach of children or persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- The robot must be maintained by dealer except for simple routine maintenance written in this manual.
- Installers must follow manufacturer's instruction and keep in compliance with national or local standards for installation. Under no circumstances will the manufacturer be held responsible for any outcome incurred by failure to comply with applicable standards or local regulations.
- Incorrect installation or use of the robot may cause serious damage to property or injuries to people.
- Do not enter pool while the robot is in water.

Warnings On Use

- Only use the detachable supply unit provided with the robot to recharge the battery. Operate the power supply at least 3.5 meters from the edge of pool
- Disconnect the robot from the power supply and insert the magnetic cap back in place before performing any maintenance on the robot
- Disconnect the robot from the supply mains before carrying out user maintenance such as cleaning the filter.
- Do not try to repair the robot yourself or open engine box in case of malfunction, please contact your dealer.
- If there is any malfunction or release of odor from the robot when charging, disconnect it from the power supply immediately and contact your dealer.
- Use only original replacement parts supplied by the manufacturer for service and repair.

NOTICE

General operation conditions for robotic pool cleaner

- The robot is intended to operate in pools between 0.4 and 3m depth. The robot can operate in pool temperature between 4 and 35 degrees (below 15 degrees may affect endurance time).
- The robot will automatically stop running if the water depth is less than 40 centimeters for the purpose of motor protection.
- Do not use the robot during shock chlorination.
- Do not use the robot in thunder storm or stormy weather.
- Do not expose the robot to direct rainfall or sunlight for an extended period.

  - The robot is intended to be used with a balanced pool between PH 7.0-7.8, NaCl :5000 ppm Max, Chlorine 4 ppm Max.

CAUTIONS

- Rest/hold the robot by the pool edge for water to drain out before lifting the robot out of water, do it slowly so as to prevent back injury.
- Clean the filter basket after each cleaning cycle.
- Do not lift the robot out of water by track.



For battery protection, the robot should be fully charged every 3 months and the magnetic cap should be inserted back into the robot if it is not being used for more than 14 days.

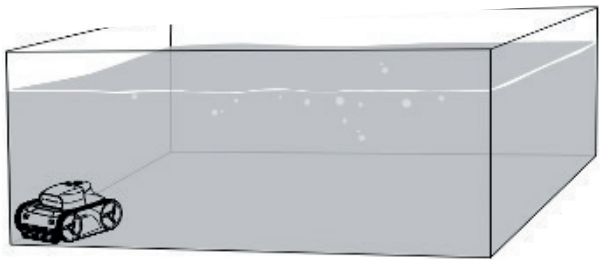
NOTICE

- When the robot battery is below 30%, it will only clean the floor of the pool.

TIPS

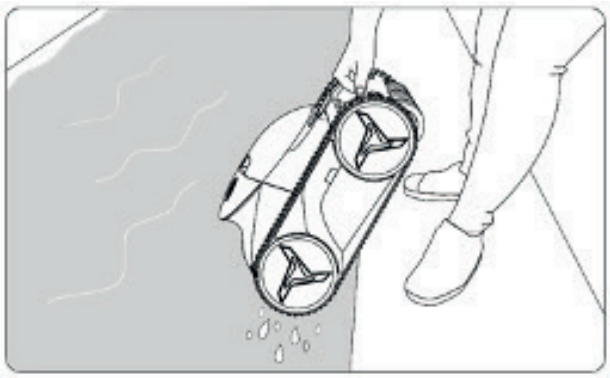
How to achieve the most efficient cleaning

Place the robot at the corner of the pool for quick coverage of the entire pool floor area.

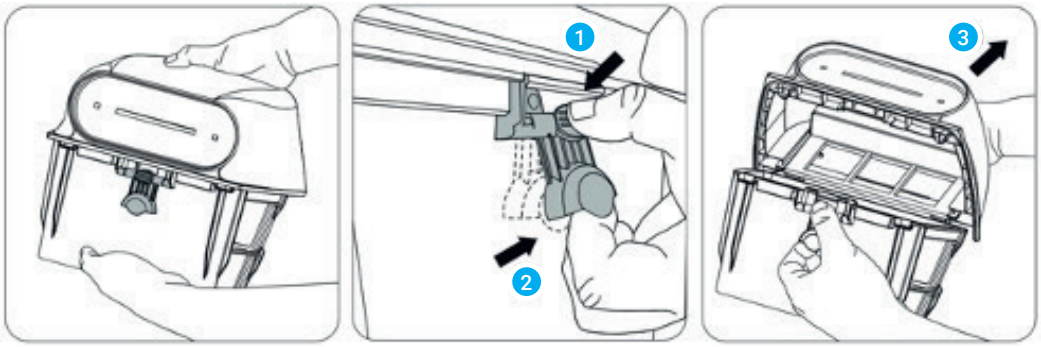


How to drain water from the robot

Place the robot on the edge of the pool for a while and let the water drain out.

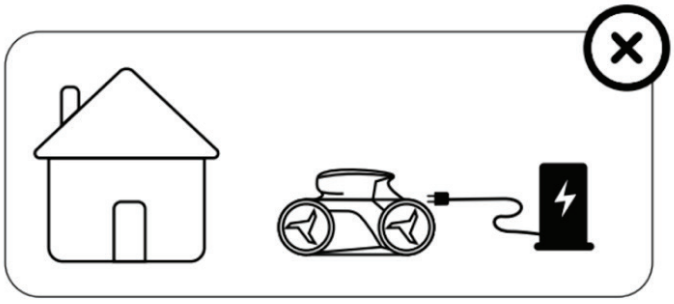


How to open the filter box

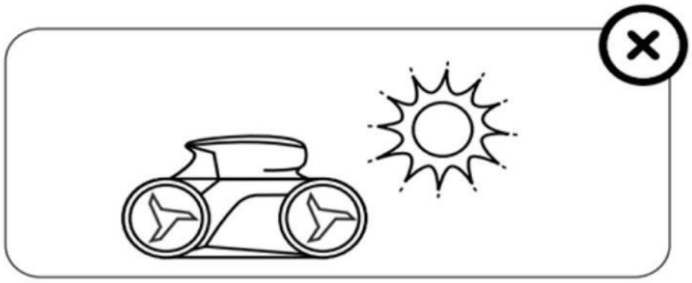


For battery protection, the robot should be fully charged every 3 months and the magnetic cap should be inserted back into the robot if it is not being used for more than 14 days.

Do not charge the robot outdoors.



Do not long-term expose the robot to the sun.



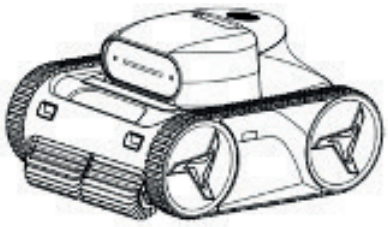
SECTION 1

PRODUCT OVERVIEW

1.1 Packaging content

The following items are included in the packaging of robot.
Please contact your dealer if any damage or loss.

1. GT Freedom robot
2. Charger
3. Hook
4. Magnetic cap*2
5. User manual



1



2



3



4



5

NOTE:

1. Remove the Magnetic cap 2 when using or charging. Insert Magnetic cap to machine's bottom for battery protection when not using the robot for more than 14 days.

2. If the robot fails, insert the magnetic cap into the robot for 2 seconds, remove the magnetic cap and restart the robot i.e. reset the robot.

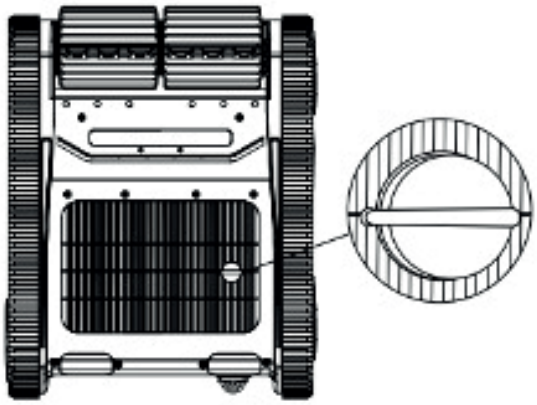
1.2 Technical specification

Model	i30	i45	i60	i80
PERFORMANCE CONDITION: Floor mode				
Endurance time* (h)	3	4.5	6	8
PERFORMANCE CONDITION: Floor/wall/waterline mode				
Endurance time (h)	2	2.5	3.5	4.5
Charging time (h)	3	4.5	6	8
Battery capacity	5.2Ah (131wh)	7.8Ah (196wh)	10.4Ah (262wh)	14Ah (352wh)
Pool size	12 × 10 m			
Optimum pool temperature (°C)	4 ~ 35			
Cleaning mode	Floor only; Floor/Wall/Waterline			
Cleaning duration options	0.5h / 1h / 2h / Max run per model			
Cycle setting	Once cycle / 24hrs / 48hr / 72hr			
3D S Path with InverMac	Yes			
App application	Yes			
Filter capacity (L)	3.2			
Filtration accuracy (μm)	180μm / 100μm			
Pump flow rate (L/min)	300 ~ 150			360 ~ 160
Running power (W)	30 ~ 110			
Moving speed (m/min)	12			
Motor number	3			
Charger input	100-240VAC~50/60Hz			
Running voltage/current	25.2V/1.2A			
Charger power (W)	72.5			
Set & Forget: weekly cleaning**	1 week	2 weeks	3 weeks	4 weeks
Robot NW (kg)	11.5	11.5	12	12
Robot GW Shipping (kg)	16.5	16.5	17	17
Robot dimension, LxWxH (mm)	495x395x265			
Robot dimension, LxWxH (mm)	580x448x330			

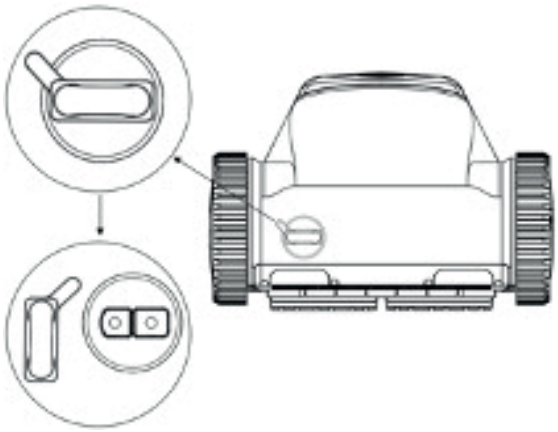
*Reference: Above working time is based on 2 hours' cleaning time at floor mode in a pool.
Note: The manufacturer reserves the right to modify these specifications without notice.

1.3 Preparation

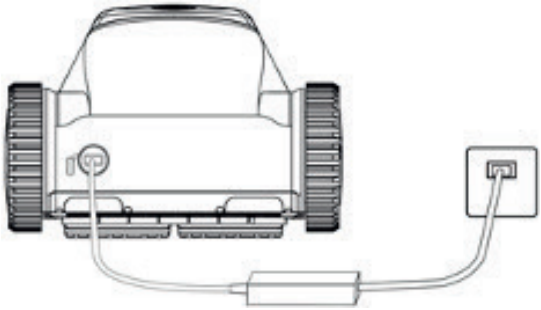
1. Remove the Magnetic cap from the bottom of the robot and store it well.



2. Remove the plug cover.
When fully charged, cover the plug again.



3. Connect to the power supply using the charger supplied.
The red light indicates charging
The green light indicates power and a fully charged robot
Fully charge the robot before use



4. Install the configured hook on the pole. (Pole is excluded).



SECTION 2

OPERATION

CAUTION

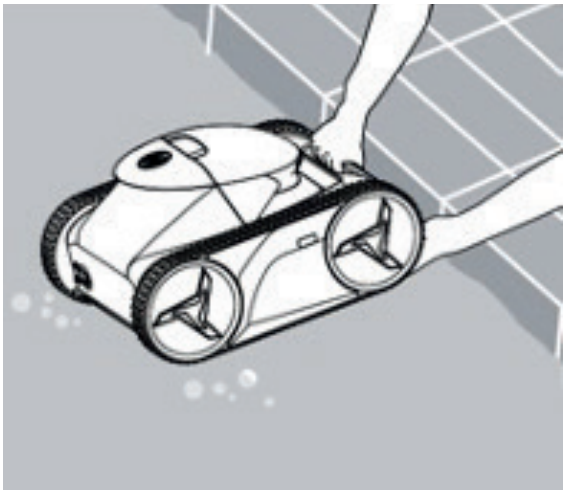
To prevent possible damages to the robot or people, be sure to follow these guidelines:

a. After cleaning is completed, place the robot in a cool dry place away from direct sunlight.

b. Take care when removing robot from pool and allow water to drain from robot before lifting.

IMPORTANT

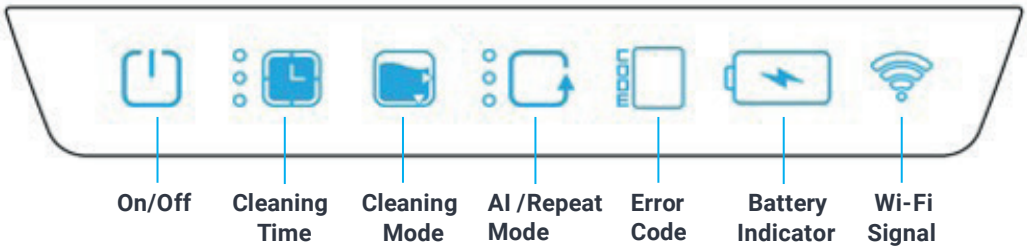
- Once the robot is set up, drop into the water within 3 minutes or the robot will enter sleep mode.
- Clean the filter basket after the cleaning cycle. Avoid cleaning the surface of the filter box directly with your hands.
- The robot has a safety feature that automatically stops if a dry run happens.
- Turn the robot in all directions to release any air trapped in the robot before it enters the water. Shown below.



SECTION 2

OPERATION

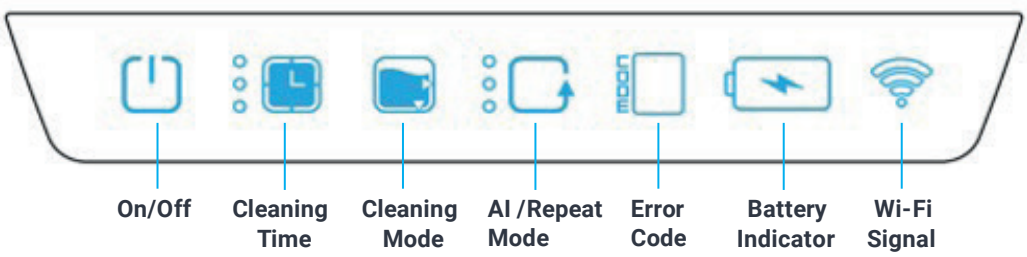
2.1 Overview of Control Panel



Type of button	Icon	Display Status	Description
Power switch		Green light flashes	Setup status
		Green light being on	Running status/Inspection status under water
Cleaning time setup		1 green light being on	Cleaning time: 0.5H
		2 green lights being on	Cleaning time: 1.0H
		3 green lights being on	Cleaning time: 2.0H*
		All lights being off	Cleaning until low battery
Cleaning mode		Triangle green light in the floor being on	Floor cleaning mode
		Both Triangle green lights being on	Overall cleaning mode (Floor, wall, waterline)
AI Repeat Clean mode		1 green light being on	Cleaning every 24 hours
		2 green lights being on	Cleaning every 48 hours
		3 green lights being on	Cleaning every 72 hours
		All lights off	Unit cleans once
Error code		1	Left drive failure
		2	Right drive failure
		3	Abnormal water pump
		4	Abnormal Control panel communication
		5	Infrared sensor anomalies
		6	Abnormal water sensor
Battery light (Non- charging status)		1 green light being on	Battery level: 20- 50%
		2 green lights being on	Battery level: 50-75%
Low battery		3 green lights being on	Battery level: 75-100%
		1 red light flashes	Battery level: 15- 20%
		1 green light flashes	Battery level: 0- 50%
		1 green light being on, 1 green light flashes	Battery level: 50-75%
Battery light (Charging status)		2 green lights being on, 1 green light flashes	Battery level: 75-100%
		3 green lights being on	Battery level: 100%
Signal light		Green light flashes	Network matching
		Green light on	Network matched
		Red light flashes	Failure Connection

*** Note: If the cleaning time is set to be more than 2 hours via App, there will also be 3 lights on.**

2.2 Operation on the display of the unit



1. Hold for 3 seconds to activate robot. a sound will chime and the will start to flash. Robot is now in set up mode

   Set clean time, cleaning operation and repeat clean mode where necessary by pressing the buttons on the control panel. See above table for more information

   Once setup is complete there are two options to run the robot

   1. Press once and will become solid light. Robot is now ready to be placed into water and will start cleaning once reached the bottom of the pool.

   2. Press and hold for 3 seconds and panel will beep once and go into standby mode. The robot will automatically start the cleaning cycle after the delayed amount of time set by the cycle mode.

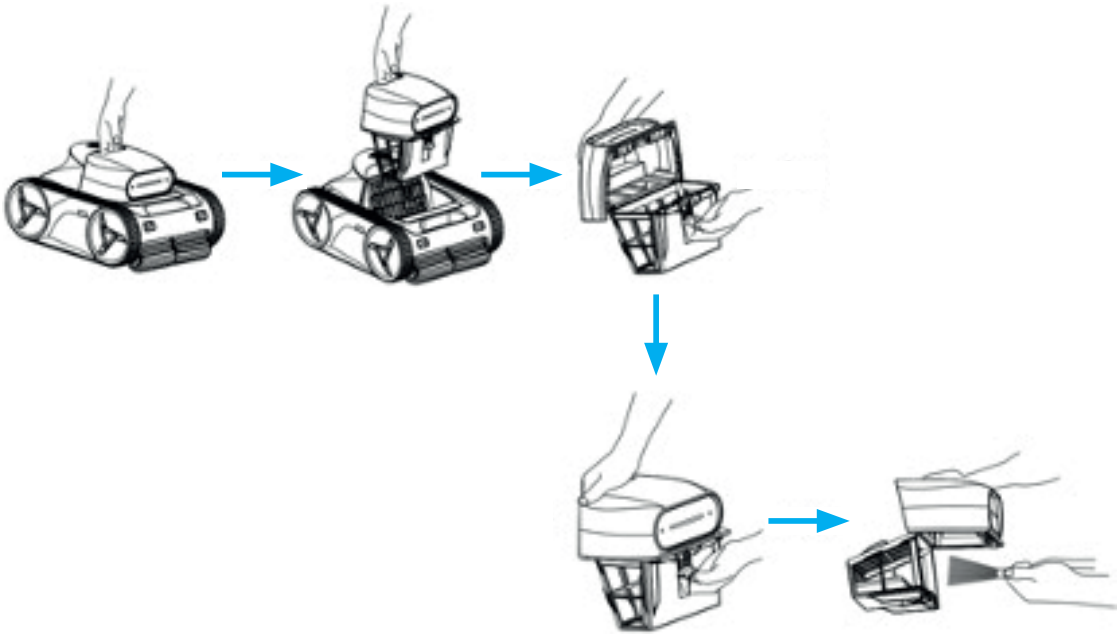
   For example, if you set repeat every 24 hours, robot will delay for 24 hours before first cleaning cycle, this is the same for 48 hours and 72 hours setting

   Active Panel Tips
   1. Red power light flashing - set up mode
   2. Red power light solid - run mode
   3. Panel off - standby mode
   4. Magnet fitted to base - unit off

2. If the battery drops to less than 15% during the cleaning cycle the robot will start to finish the cleaning cycle and move to the pool side ready for shutdown. It will enter sleep mode after 5 mins

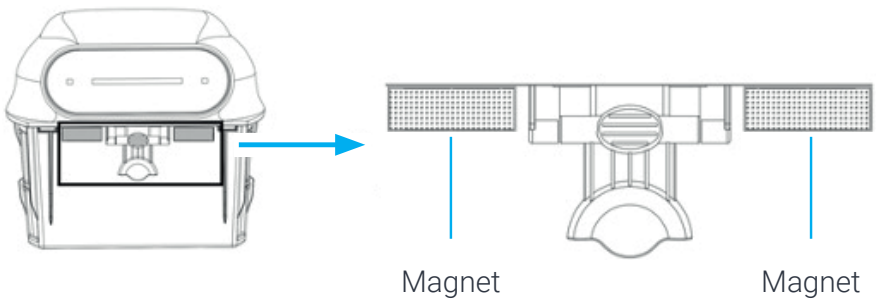
2.3 Cleaning the filter Basket

When a cleaning cycle is complete, the robot will stop at the wall of the pool.
Use the hook to catch the handle and lift the robot out of the water.
Drain the water from the robot and clean the filter basket as shown below:

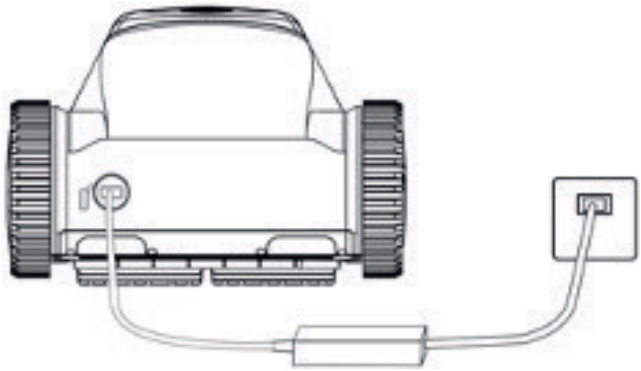


TIP! Only spray with a gentle hose, do not use high pressure or basket filter may tear,
If filter does not come fully clean use a soft bristle brush to release fixed dirt

Note: To prevent injury, wear rubber gloves when cleaning the filter basket.



2.4 Charging the robot



1. Plug the adapter into power supply and make sure that indicator light is being red.
2. Open the cover of the robot's plug to expose the plug charging port.
3. Plug the adapter plug into the robot. When the robot is charging, the battery light of the robot flashes green and the indicator light on the adaptor is red.
4. If battery light is full with 3 green lights on, and indicator light of the power adapter goes green, then the robot is fully charged.
5. Before charging, make sure charging port is dry.
6. It is recommended to disconnect the charger after charging completed to protect the battery.
7. If the robot needs to be stored for a long time, it should be fully charged at least every three months to protect the battery.
8. It is not recommended to charge outdoors.

Note: Use the original power adaptor with the robot ONLY.

2.5 WIFI Matching

QUICK TIPS.

1. Place GT Freedom close to router
2. Switch bluetooth on, on phone
3. Accept pop up prompts when first starting app
4. WiFi cannot be used while robot is in water due to limitations of signals penetrating water. This includes sending and receiving notifications.

First download "AI Bot" application from mobile app store.

Set up app ready for connecting by following on screen set up.

Once ready press to add device press and hold for 3 seconds until robot beeps and wifi symbol starts flashing green.

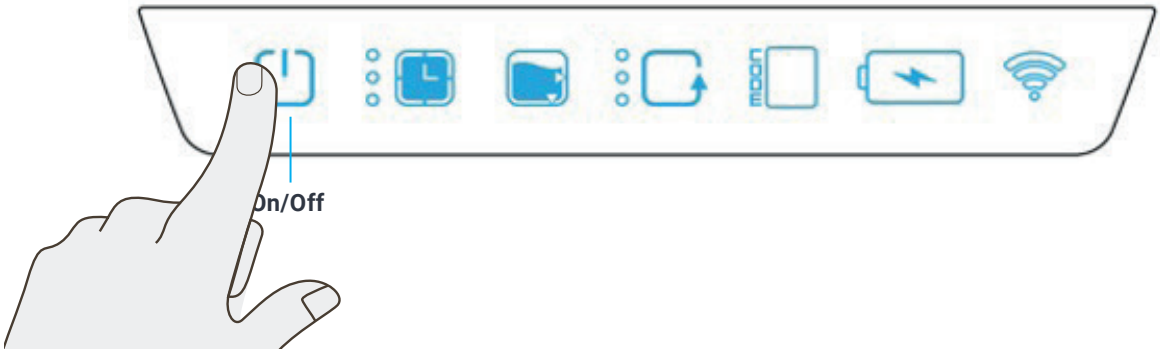
Follow mobile app prompts to complete set up

After pairing mobile app
- Set clean duration in 10 minute increments.
- Set cycle schedules
- Battery indicator

Download on the App Store

GET IN ON Google Play

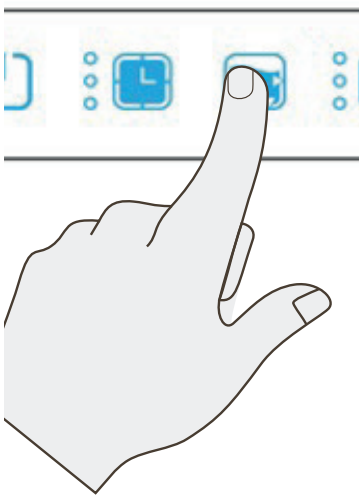
Turn On the robot.



OPERATION

Turn on bluetooth on your phone/tablet
Hold the floor and wall button, for 3 seconds until the robot beeps and the WIFI button starts flashing.

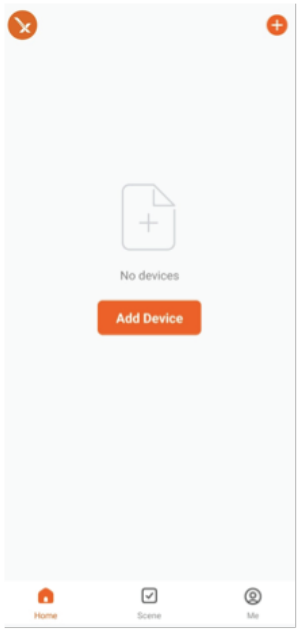




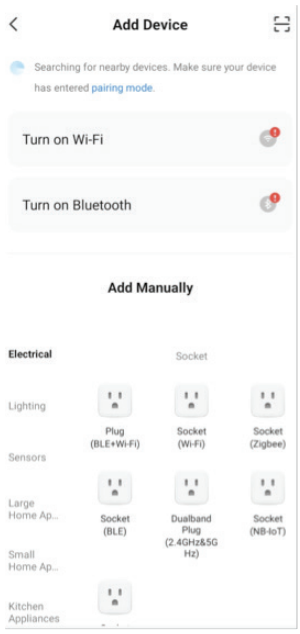
Open the AI BOT App and sign up or login



Press add device.



The APP will search for your robot



Press add in the discovering devices section
There will be a prompt to connect to WIFI if you have not already done so.
Once connected, the robot name should appear in your add device section.

Open the AI BOT App and sign up or login

SECTION 2

OPERATION

The WIFI button will flash to indicate matching. This takes between 30 and 45 seconds.
Once complete, binding completed will be displayed on your phone/ tablet screen and the WIFI button on the robot will stop flashing





You can now setup and control your robot from your tablet/phone mobile app



SECTION 3

MAINTENANCE

WARNING

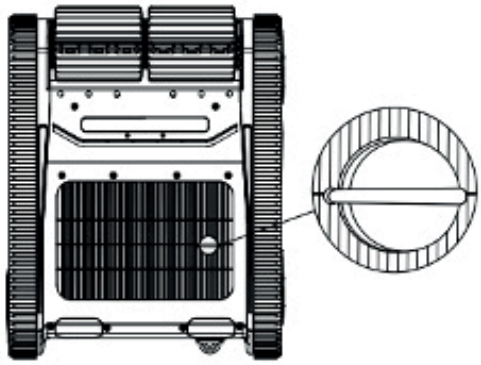
- To avoid electric shock and other hazards which could result in major injuries, disconnect the adapter from the power source before performing any cleaning and maintenance.
- Before any maintenance and to avoid injuries caused by impeller rotation, insert the magnetic cap at the bottom of the robot.

3.1 Filter maintenance

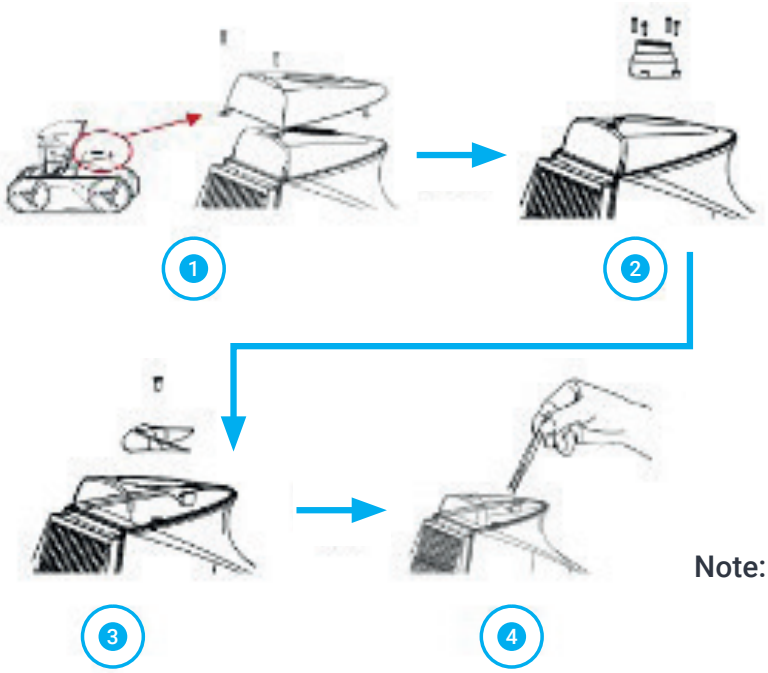
1. Clean the filter thoroughly and regularly for a better cleaning and climbing performance. Otherwise, the cleaning and climbing performance may be affected when the filter if full or clogged.
2. Clean the clogged filter with mild acidic detergent, and it is recommended to clean it at least once a year.

3.2 Impeller maintenance

1. Visually check whether the impeller or impeller shaft is entangled with hair or other debris when the robot has a reduced suction or climbing performance, clean the debris trapped in the impeller. *Magnetic MUST be inserted into the robot before any maintenance on the impeller.



Follow the below steps



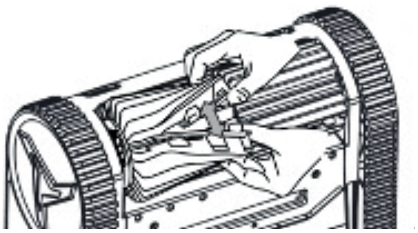
1. Take out the filter box, remove the fixing screws of the inflow ring cover, and take out the inflow ring cover.
2. Remove the deflector fixing screws and take out the deflector.
3. Remove the impeller screw and take out the impeller.
   Note: Wear gloves when removing the impeller to prevent injury from sharp edges.
4. Clean the impeller debris and reassemble the all the parts mentioned above in order.

Note: If you have any difficulties with impeller maintenance, contact your dealer for assistance.

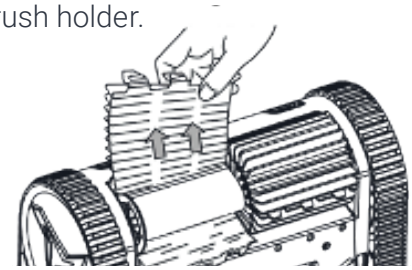
3.3 Replace the worn brushes

Remove the worn brushes & position the new brushes.

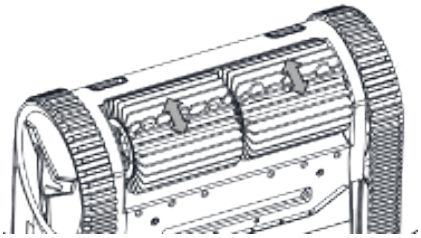
1. Unfasten the tabs from the holes and remove the brushes.



2. Fit the side without tabs under the brush holder.



3. Roll the brush around its support, slide the tabs into the attachment holes and pull on the end of each tab until its edge passes through the slit.



3.4 Replace the worn tracks

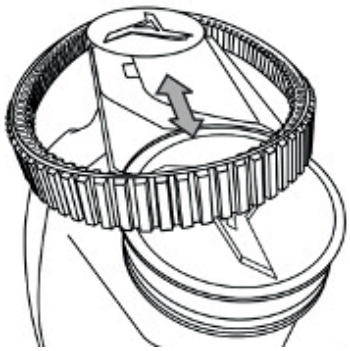
Remove the worn tracks.

1

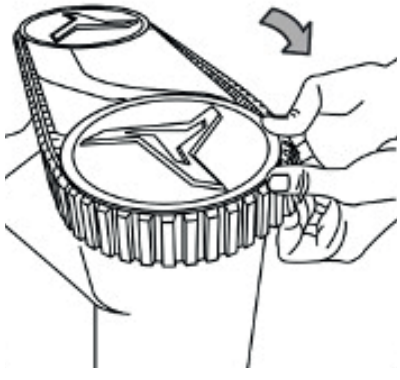


Position the new tracks:

1



2



SECTION 4

TROUBLE SHOOTING

4.1 Troubleshooting

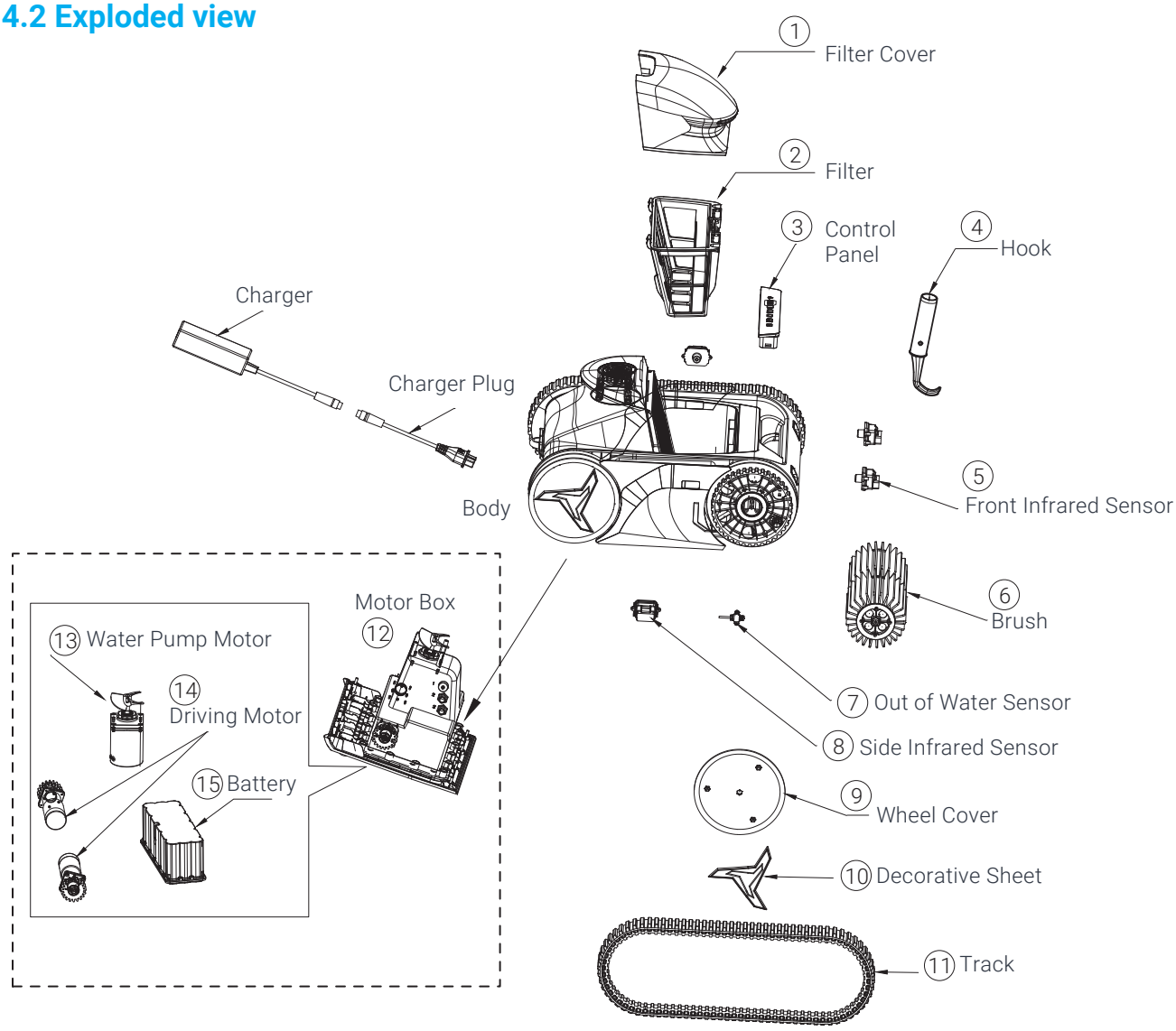
Failure	Possible reason	Solution
Charging failure	Debris on the electrode of charging head (Non-failure)	Clean debris
	The bottom Magnetic cap isn't removed (Non-failure)	Remove the Magnetic cap
	Charger is damaged	Replace charger
Switch on failure	The Magnetic cap isn't removed (Non-failure)	Remove the Magnetic cap
	Water spots on the robot display or people's hand (Non-failure)	Keep the display and hands dry, then try again
	No power in the battery (Non-failure)	Get the robot fully charged
Not working (not moving, not pumping)	Low battery (Non-failure)	Get the robot fully charged
	Out of water (Non-failure)	Make sure the robot is submerged under water and indicator lights being on
	No pressing the on/off button after settings are done (Non-failure)	Press the on/off button after the settings are done, make sure indicator lights being on before putting the robot into water
	Full load of filter basket (Non-failure)	Clean filter basket
Moving but not pumping	The impeller gets stuck	Check whether there is debris in the guide ring, affecting the rotation of the impeller. (Please insert back the magnetic cap before operation, to avoid injuries caused by the impeller rotation.
	Full load of filter basket (Non-failure)	Clean filter basket
	Water inlet is blocked(Non-failure)	Take out of filter basket and clean water inlet
	Battery low (Non-failure)	Get the robot fully charged

SECTION 4

TROUBLE SHOOTING

Failure	Possible reason	Solution
Pumping but not moving	The moving motor gets stuck	Please contact the dealer for replacement
	Track is deviated and stuck (Non-failure)	Turn the robot upside down and roll the track forward and backward to restore the track
	Track is damaged	Replace track
	Scrubber gets stuck (Non-failure)	Clean scrubber
	The robot gets stuck by obstacle and shut down for auto-protection (Non-failure)	Remove obstacle and restart
	Full load of filter basket (Non-failure)	Clean filter basket
Not climbing	Under floor cleaning mode (Non-failure)	Turn to overall cleaning mode
	The impeller is stuck	Check whether there is debris in the guide ring, affecting the rotation of the impeller. (Please insert back the magnetic cap before operation, to avoid injuries caused by the impeller rotation.
	Full load of filter basket (Non-failure)	Clean filter basket
	Water inlet is blocked (Non-failure)	Take out of filter basket and clean the water inlet
Poor cleaning capability	Battery low (Non-failure)	Get the robot fully charged
	The impeller is stuck	Remove any debris or hair in the guide ring
	Full load of filter basket (Non-failure)	Clean filter basket
	Water inlet blocked (Non-failure)	Take out of filter basket and clean water inlet.
	Scrubber is damaged	Replace scrubber
	Filter basket is damaged	Replace filter basket
	Water chemistry is unbalanced	Fix water chemistry high PH in particular can cause climbing issues
Unusual non-stop	Software failure	Insert the magnetic cap back to bottom for 5s, then remove it and restart

4.2 Exploded view



NOTE

- Do not use the robot when people or animals are in the pool.
- Charger MUST BE DISCONNECTED before conducting any maintenance on the robot.
- Contact your dealer for problems not covered in Trouble Shooting Guide.
- Normally, the robot will stop at the poolside when it encounters any failure or finished it's cleaning cycle.

- If an error occurs, please restart the robot by placing the magnetic piece the underside of the robot
- If the robot is malfunctioning, an error code will appear on the operation panel (see 2.1) and the power button on the operation panel flashes red. Pressing the power button (⏻) will remove the error warning and allow operation, if error occurs again, please check troubleshooting guide

madimack

Madimack Manufacturer's Warranty

This is a warranty against defects, given in addition to your rights under the Australian Consumer Law.

Warrantor: MADIMACK PTY LIMITED, ABN 20 602 694 520 — Lvl 1/50 Berry St, North Sydney NSW 2060. Phone: 1300 899 737. Email: support@madimack.com.

Coverage area: This warranty applies only to genuine Madimack products purchased new in Australia and installed in Australia. This warranty applies to residential installations and commercial installations where applicable; see the commercial conditions in the Warranty Schedule.

Consumer Guarantees (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.

The benefits given to you by this warranty are in addition to your other rights and remedies under a law in relation to the goods to which this warranty relates. Nothing in this warranty excludes, restricts or modifies those rights and remedies, and they continue to apply after the warranty period ends or if this warranty does not apply.

What's Covered

This warranty covers components that fail because of a manufacturing defect that appears within the warranty period.

Where the law or the product manual requires it, installation, winterisation and repairs must be done by suitably qualified and licensed person(s). Routine owner maintenance, such as cleaning strainer baskets and filters, inspecting and lubricating accessible o-rings, inspecting external plumbing fittings, and maintaining water chemistry within the recommended ranges, may be performed by the owner. Owner maintenance does not include opening cabinets, access panels or electrical control boxes, or working on the sealed refrigeration circuit. That work must be done by suitably qualified and licensed person(s).

Suitably qualified and licensed person(s) — Defined as person(s) who hold any licence, registration or certification that the law of the state or territory where the product is installed requires for that work (for example, electrical or plumbing work).

Typical coverage includes:

- **Pool pumps:** Motor, housing, drivers, shaft seals, or internal components that fail prematurely due to manufacturing defects.
- **Filters:** Filter tank cracks or structural failure due to a manufacturing defect. Filter media, cartridges, and grids are wear items — see Consumable & Wear Items below.
- **Heat pumps:** Heat exchangers, compressors, controls, or other components that fail due to a manufacturing defect.
- **Pool sanitisers:** Controller, cell, and other components that fail due to a manufacturing defect.
- **Robotic pool cleaners:** Motors, drive systems, and electronic components that fail due to a manufacturing defect.

- **Hot water heat pumps:** Electrics, compressors, tanks, or other components that fail due to a manufacturing defect.
- **Chillers:** Heat exchangers, compressors, or other components that fail due to a manufacturing defect.
- **Dehumidifiers:** Heat exchangers, compressors, or other components that fail due to a manufacturing defect.
- **Mowers:** Components that fail due to a manufacturing defect, and consumables for the period shown in the Warranty Schedule.
- **Pool accessories:** Components that fail due to a manufacturing defect.

Warranty periods: Warranty periods for parts and labour vary by product. See the Warranty Schedule (Appendix) for the exact period that applies to your product. For example, if the Warranty Schedule shows 7 years for all parts and 1 year for on-site labour, the parts warranty runs for 7 years and the on-site labour warranty runs for the first year. The warranty periods in the Warranty Schedule are Madimack's express warranty periods. They are separate from, and in addition to, your rights under the Australian Consumer Law.

Warranty Remedy: If a covered defect appears within the warranty period, Madimack will, at its option, repair or replace the defective part or component. If a defect cannot be repaired, Madimack may replace the product with the same or an equivalent model. Repair or replacement of a part, or replacement of the product, does not extend or restart the original warranty period; a replacement carries the balance of the original period. This does not limit your rights under the Australian Consumer Law.

Service calls: There is no charge for a service call to repair a covered defect. If you request a service call and the technician's written inspection report finds no fault with the product, or finds that the problem was caused by something other than a defect in the product (for example, misuse, installation or water chemistry), a call-out fee of $220 AUD, including GST, applies and is payable directly to the technician. The fee will be disclosed to you, and you must accept it, before the visit is booked. You may request a copy of the report. This does not limit your rights under the Australian Consumer Law.

Travel to remote locations: There is no charge for travel for a service visit to repair a covered defect. If you request a service visit that is not for a defect or failure in the product, and the product is installed more than 30 km from the nearest authorised repair agent listed at madimack.com/au/support/service-finder when the visit is booked, Madimack may charge $2 AUD, including GST, per kilometre for the one-way distance beyond 30 km. Madimack will tell you the cost before the visit is booked, and you must accept it before the visit goes ahead. This does not limit your rights under the Australian Consumer Law.

Warranty begins on the date of purchase, and proof of purchase date is required to make a claim.

Product registration is optional. It helps with proof of purchase and faster claims, but it is not a condition of this warranty.

Spare parts and repair: Madimack will take reasonable action to ensure that facilities for the repair of the product, and spare parts for it, are reasonably available for a reasonable period after the product is supplied, as required by the Australian Consumer Law.

Consumable & Wear Items

Consumable and wear items — including o-rings, seals, gaskets, basket strainers, pump mechanical seals, filter cartridges and elements, and cleaner wear parts — are not covered under this warranty except where they show a defect in materials or workmanship at the time of installation. Routine

inspection, lubrication, and replacement of these items is the owner's responsibility as part of normal maintenance. This exclusion applies to this warranty only and does not limit your rights under the Australian Consumer Law. Where the Warranty Schedule shows a warranty period for consumables, that period applies.

Other Terms

This is the only warranty against defects given by Madimack, other than any separate written guarantee that Madimack expressly gives you. No dealer, distributor, installer, or other party is authorised to give any other warranty against defects on Madimack's behalf.

Governing Law: This warranty is governed by the laws of the state or territory of Australia in which the product was purchased, together with applicable Commonwealth law, including the Australian Consumer Law.

Who Is Covered

This warranty extends only to the original retail purchaser, is not transferable to any subsequent owner, and applies only at the product's original installation address.

What's Not Covered

This warranty does not cover defects or damage caused by any of the following. Madimack may decline a claim on these grounds only where the listed cause is shown to have caused the defect or damage. If this warranty does not apply to a claim, your rights under the Australian Consumer Law are not affected:

Installation & Sizing

- Improper installation
- Improper sizing
- Damage occurring during transit, delivery, or installation, prior to startup

Water Chemistry & Environment

- Freezing
- Improper pool water chemistry — corrosion, erosion, scaling, calcification, or other conditions caused by unbalanced water chemistry (for example, corrosion or scaling of cell plates or the heat exchanger)
- Recommended ranges: pH 7.2–7.8 (ideal 7.4–7.6); Total Alkalinity 80–120 ppm (100–150 ppm for vinyl pools); Calcium Hardness 200–400 ppm; Cyanuric Acid 0–100 ppm; Total Dissolved Solids under 1,500 ppm (excluding salt).
- Corrosion or damage to the product caused by a corrosive or contaminated environment (for example, salt air, chemicals stored near the product, debris, vegetation or blocked airflow)

Use, Maintenance & Modifications

- Unauthorised modifications
- Normal wear and tear
- Failure to maintain the equipment
- Damage caused by the use of parts or accessories not authorised by Madimack, or by service performed by anyone other than suitably qualified and licensed person(s) where the law or the product manual requires one

- Damage caused by unauthorised changes to the product's software or firmware
- Operating the product outside its published flow rate, voltage, or environmental specifications
- Faults in other equipment connected to the product (for example, the pool pump, plumbing or power supply)

Accidents & Force Majeure

- Accidental damage, fire, storms, or other acts of God
- Damage from power surges or electrical problems
- Damage caused by running equipment without adequate water flow
- Physical damage, abuse, or negligence
- Damage caused by animals, insects or vermin

Cosmetic Condition

- Product discolouration or other cosmetic or superficial condition, regardless of cause, is not covered by this warranty

How to Make a Warranty Claim

To be entitled to claim: the product must be a genuine Madimack product purchased new in Australia and installed in Australia (and, where the law or the product manual requires installation by suitably qualified and licensed person(s), installed by such a person), its serial number label must be present and legible, the defect must appear within the warranty period, and you must provide the original proof of purchase showing the date of purchase, the product model and the serial number.

Heat pump servicing: Madimack recommends that a heat pump is serviced at least once every 12 months from the date of purchase by suitably qualified and licensed person(s), at your cost, and that you keep the service invoice or service report. If a service is missed, or you cannot provide the service records on request, Madimack may decline claims for defects of a kind that servicing is designed to prevent (for example blockage, corrosion, scaling or contamination of coils, heat exchangers, fans or filters). This does not affect your rights under the Australian Consumer Law.

Proof of installation: where installation by suitably qualified and licensed person(s) is required, proof that the product was installed by such a person: their business name and contact details, their licence or registration number where state, territory or local law requires one, the installation date and the installation invoice or, if the invoice is unavailable, other reasonable proof of installation.

On request, within a reasonable time, you must provide:

- evidence that the installation meets the manual supplied at purchase;
- water chemistry test records, maintenance records and, for heat pumps, annual service records for the period before the fault;
- photos or video of the fault and the serial label;
- access for inspection; and
- the failed part, with a supplied GRA number.

Notify Madimack within a reasonable time after you find the fault, and do not repair, modify or dismantle the product before contacting Madimack. A claim will not be approved until the information is provided. If Madimack asks for it in writing and it is not provided within 30 days of the request, Madimack may decline the claim under this warranty. This does not affect your rights under the Australian Consumer Law.

Safe access: You must make sure the product is in a safe location where it can be inspected, tested and repaired. Madimack and its authorised repair agents may postpone or decline to attend, or may stop work on, a service visit where the site is unsafe (for example, because of unrestrained pets, confined spaces, work at heights, or other environmental hazards). If the product cannot be safely inspected or tested on site, you may be asked to return it to Madimack's testing warehouse, and Madimack may decline the claim until it can be inspected. Madimack covers the cost of freight for returning the product only if Madimack has approved the return in advance. This does not affect your rights under the Australian Consumer Law.

To make a claim: submit a claim through our Support Request page at madimack.com/au/support/servicerequest/productcategory. You can also contact Madimack on 1300 899 737 or support@madimack.com. Your installing dealer may help you lodge a claim, but Madimack assesses all claims.

Consumer guarantee claims: If a product does not meet a consumer guarantee under the Australian Consumer Law, you can contact the retailer you bought it from, or contact Madimack directly using the details above.

What Madimack will do: Madimack will assess your claim and, where the defect is covered, repair or replace the defective part or component as set out under Warranty Remedy. Where a service visit is needed, Madimack will arrange for an authorised repair agent, an independent business engaged by Madimack, to attend. Madimack remains responsible for its obligations under this warranty. If Madimack declines a claim, it will tell you why in writing and give you a copy of the technician's report on request.

A Goods Return Authorisation (GRA) number is required before returning any product or part for warranty evaluation.

Claim Expenses: Under this warranty, Madimack bears the cost of replacement parts; the cost of collecting any part or product that Madimack has approved or asked to be returned (Madimack will arrange collection); and, during the on-site labour period shown for your product in the Warranty Schedule, the labour and the standard service call for a covered defect. Refrigerant is covered where it is needed to repair a covered defect; refrigerant lost for any other reason is not covered. Other consumables are covered only as set out under Consumable & Wear Items. The cost of access to the product for repair, replacement or inspection is not covered by this warranty. This includes moving or lifting the product to an accessible location (for example, a product installed on a roof) and the cost of cranes, scaffolding, elevated work platforms, or removing fences, walls or other obstacles. You can claim the reasonable expenses you incur in making a claim that Madimack is to bear under this warranty by emailing your receipts to support@madimack.com within 30 days of incurring them. Madimack does not pay expenses it has not approved in advance, except where the Australian Consumer Law requires. Madimack may accept later claims at its discretion. This does not limit your rights under the Australian Consumer Law, including your right to have a failure remedied at no cost to you and to be reimbursed reasonable costs where that law provides.

This warranty statement is effective from 1 October 2026. This warranty statement applies to all Madimack products purchased in Australia. If you purchased your product before that date, you are also entitled to the benefit of the warranty in force when you purchased it, and in each case the term that gives you the greater benefit applies. The version supplied with your product, or posted at madimack.com/au at the time of your purchase, is the version in force when you purchased it.

Appendix — Warranty Schedule

Pool Heat Pumps

Heat Pump Model	Heat Exchanger*	Compressor	All Parts	On-Site Labour
InverELITE V4	25 years	15 years	7 years	1 year

InverELITE V3	25 years	10 years	5 years	1 year
ELITE Silent (V2)	25 years	5 years	4 years	1 year
ECO series (pre Jan 2022)	25 years	3 years	2 years	1 year
InverECO	25 years	5 years	3 years	1 year
InverECO Plus	25 years	5 years	3 years	1 year
InverECLIPSE	25 years	5 years	4 years	1 year
InverECLIPSE Plus	25 years	5 years	4 years	1 year
InverELITE Max Series (commercial*)	25 years	5 years	2 years	1 year

*Residential heat pumps installed in public or commercial settings will have their warranty periods reduced to align with the commercial heat pump warranty terms.

Pool Pumps

Pool Pump Model	Warranty	On-Site Labour
InverFLOW Eco	3 years	1 year
InverFLOW Pro	4 years	1 year
InverFLOW Ultra	4 years	1 year
InverFLOW Plus	5 years	5 years
EFlow	4 years	1 year

Pool Sanitisers

Model	Controller & Cell
InverCHLOR	4 years* (*or 10,000 hours, whichever comes first)
pH Doser	1 year

Robotic Pool Cleaners

Robotic Pool Cleaner Model	Warranty
Madimack GT Freedom	3 years
Madimack GT Freedom Plus	3 years
Madimack GT560	2 years

Filters

Model	Tank	Parts	On-Site Labour
eliteCLEAR Media Filter	10 years	1 year	1 year
eliteCLEAR Cartridge Filter	3 years	1 year	1 year

Hot Water Heat Pumps

Model	Electrics	Compressor	Tank	On-Site Labour
resiSTEAM	5 years	3 years	5 years	1 year
resiSTEAM Pro	5 years	3 years	5 years	1 year

Chillers

Unit Model	Heat Exchanger	Compressor	Parts	On-Site Labour
Aquaciat LD	2 years	2 years	2 years	1 year
Aquaciat Power ST & HE LD	2 years	2 years	2 years	1 year

Powerciat LX	2 years	2 years	2 years	1 year

Dehumidifiers

Unit Model	Heat Exchanger	Compressor	Parts	On-Site Labour
Junior BCP	2 years	2 years	2 years	1 year
Aquair BCP	2 years	2 years	2 years	1 year
Air Master BCP	2 years	2 years	2 years	1 year
Aquair Premium BCP	2 years	2 years	2 years	1 year

Mowers

Model	Warranty
Madimack MOWER 750	2 years + 1 year consumables
Madimack MOWER 1500	3 years + 1 year consumables

Pool Accessories

Model	Warranty
Inverter Plus 1100	1 year
Inverter Plus 1500	1 year
Single pump controller (MJ Box)	2 years

Madimack warranty is from date of purchase for service and warranty claims.