POZIE
ENGINEERED TO CLEAN

Tide Pro

OPERATION AND INSTALLATION MANUAL

1.0 INTRODUCTION

Our robotic pool cleaners are built to make pool care simple. They're powerful, easy to use, and designed to give you more time to enjoy the pool, not clean it.

Your POZIE TIDE PRO cleaner has one-touch controls, smart navigation, strong suction, and fine filtration with app control. It works on all pool shapes and surfaces and even returns to its docking station to recharge when it's done.

If you have any questions or feedback, just reach out by email or visit our website. We're always happy to help and keen to hear what you think.

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3.0 IMPORTANT SAFETY INFORMATION

Please read this manual carefully before using your **POZIE** cleaner. Your safety is our top priority. Always operate the cleaner in line with the instructions provided. **POZIE** and its parent company accept no responsibility for injury, damage, or loss caused by improper use.

WARNING
Failure to follow safety instructions may result in serious injury, electric shock, or death.

GENERAL SAFETY GUIDELINES

1. Use only accessories supplied or approved by **POZIE**.
2. Charge only with the original **POZIE TIDE PRO** charging station/Charger. Do not attempt to charge other devices with it. Misuse may lead to overheating or battery leakage.
    i. If using the supplied charger and charging cable, do not charge the unit while it is wet. Ensure the unit is completely dry before charging.
3. Always switch off the power before carrying out maintenance or removing the cleaner from the pool.
4. If the charging station is not functioning normally, disconnect the power immediately and remove the cleaner. Contact **POZIE** support or a qualified technician.
5. Ensure the power outlet is protected by a Residual Current Device (RCD) and an Earth Leakage Circuit Breaker (ELCB).
6. Do not use the charger or dock if the cord is damaged.
7. Do not use unauthorised or non-compliant extension cords to connect the charger.
8. Never allow children to sit on, ride, or play with the cleaner or docking station.
9. Children must not operate or maintain the cleaner or docking station.
10. Do not enter the pool while the cleaner is operating.
11. Do not charge or store the unit near flammable materials or in explosive environments.
12. Only qualified professionals may disassemble sealed components of the cleaner or docking station.
13. Do not use the cleaner while the pool filtration system is running as it will interfere with the robot and its docking procedure potentially causing damage
14. Under abusive conditions, liquid may be ejected from the battery; avoid contact. Liquid ejected from the battery may cause irritation or burns. If contact accidentally occurs, flush with water. If liquid contacts eyes, seek medical attention.
15. Do not expose a battery pack or appliance to fire or excessive temperature. Exposure to fire or temperature above 130°c may result in an explosion.

3.1 CAUTIONS

Failure to operate the device as instructed may result in damage to the unit or personal injury.

1. Firmly attach the station hook to a flat wall using the supplied adhesive tape. *Refer to Section 7.0 + 7.1 DOCKING STATION REQUIREMENTS/WARNINGS*
2. If the pool liner is loose or damaged, repair it before mounting the charging station.
3. Fully charge the unit before its first use.
4. Do not overcharge the cleaner, as this may reduce battery life.
5. If storing the cleaner for an extended period (over three months), ensure it is charged beforehand to help maintain battery health.
6. Clean and rinse the filter basket thoroughly after each use.
7. Store the cleaner in a cool, well-ventilated area, away from direct sunlight or heat sources.
8. The fine filter sponges are a consumable item and are **not covered under warranty**. Discolouration and wear over time are normal. These sponges are intended for use in **Floor Only – Turbo/Strong Mode**.
   If the pool is heavily soiled, it is recommended not to use the fine sponges, or to clean them frequently during use.
9. **Only operate the cleaner in the following pool water conditions:**

Parameter	Recommended Range / Maximum
Chlorine level	Maximum 4.0 ppm
pH	7.0 – 7.8
Water temperature	5 – 35 °C
Salinity level (Sodium chloride - NaCl)	Maximum 5000 ppm
Mineral level (Magnesium hardness)	Maximum 5000 ppm

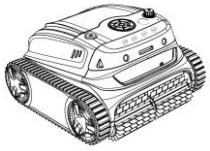
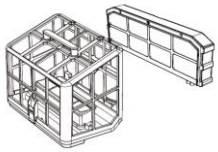
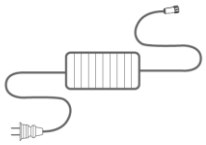
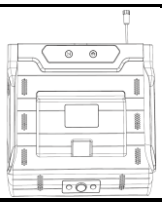
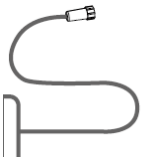
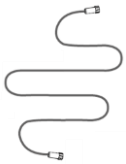
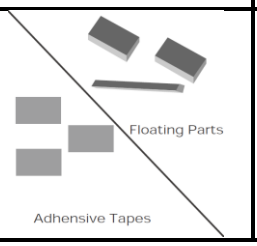
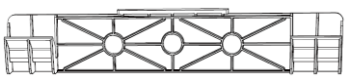
10. This cleaner is **not designed** to remove algae from the pool. Remove the cleaner and docking station before performing any chemical treatment. Manually brush and remove dead algae before resuming use. Only return the cleaner to the pool once the water chemistry has returned to the recommended range.
    i. While the cleaner can collect algae using the ultra-fine filter, this is **not recommended**. Algae may damage the unit, cause abnormal operation, and lead to significantly faster wear of the filter.
11. High chlorine levels can cause significant fading of the cleaner's surfaces. To minimise discolouration, it is recommended to remove the cleaner from the pool weekly and rinse it thoroughly with fresh tap water.

3.2 BATTERY LIFE & DISPOSAL OF LI-ION BATTERIES

- **Lithium-ion batteries** must be disposed of responsibly. In Australia, battery disposal is regulated at national, state, and local levels. You must comply with the laws applicable in your area.
- Do **not dispose of lithium-ion batteries in household waste or general recycling bins**. These batteries pose a fire and environmental risk if handled improperly.
- The **Battery Stewardship Council** (BSC) provides a national network of drop-off points for safe disposal and recycling. Visit **https://bsc.org.au** to find your nearest participating collection site.
- If you're unsure whether your local waste facility accepts lithium-ion batteries, contact them directly for confirmation.
- **Before disposal**, fully discharge the battery. **Cover the charging contacts with electrical tape** and **package the battery safely** to prevent contact between terminals during transport or storage.
- This cleaner contains a **maintenance-free, rechargeable lithium-ion battery pack**. Proper disposal is required by law, and recycling is strongly encouraged to reduce environmental harm.

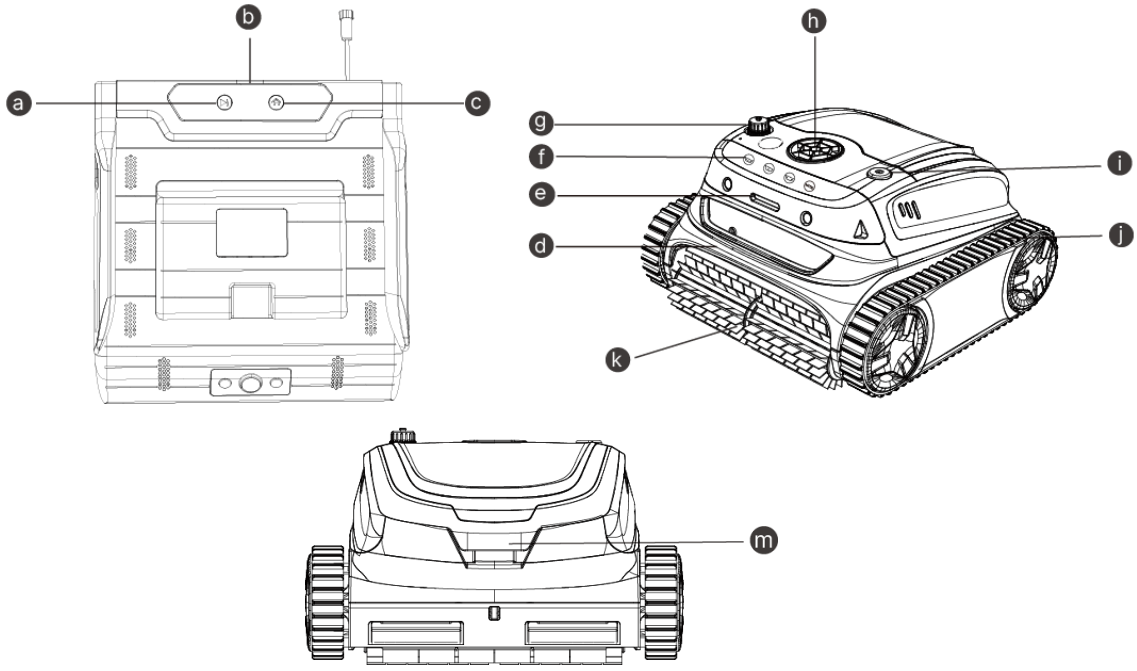
4.0 CARTON CONTENTS

Note: Hook and additional filters are inside the debris basket

			
TIDE PRO ROBOT	**ULTRA FINE SPONGE * 2 COARSE SPONGE * 2 180 UM DEBRIS BASKET**	**USER MANUAL + QUICK START GUIDE**	**CHARGER IP20**
			
DOCKING STATION	**AUSTRALIAN HANDLE HOOK**	**ROBOT CHARGING CABLE (30CM)**	**12 M POWER CABLE FOR DOCK**
	WALL DOCKING HOOK * 1 		

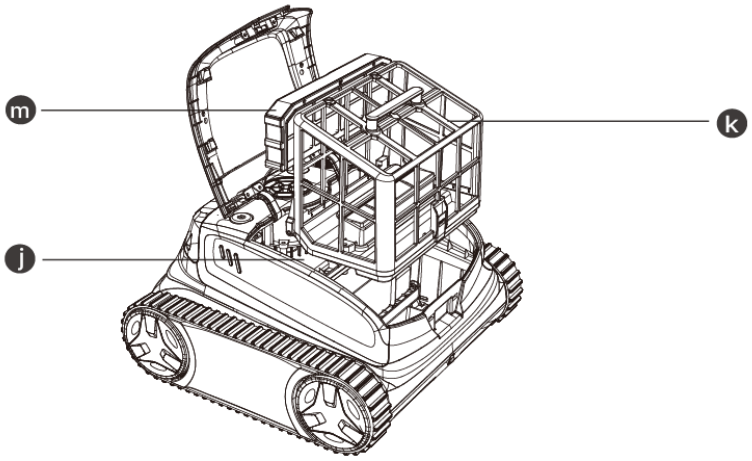
5.0 POZIE TIDE PRO AT A GLANCE

5.1 EXTERNAL VIEW



Label	Description	Label	Description
A	Docking Station – Start/Stop Button	**G**	Robot Manual Charging Port
B	Docking Station Indicator Light	**H**	Robot Impeller Port
C	Docking Station Home Button	**I**	Robot On/Off Button
D	Robot Handle	**J**	Robot Tracks
E	Robot LED Indicator Light	**K**	Scrubbing Brush
F	Robot Cleaning Mode – Push Button	**M**	Debris Cover Handle

5.2 INTERNAL VIEW



J	Internal Motor and Battery – Do not disassemble without authorisation – Battery is user replaceable.
K	180-Micron Debris Basket
M	Fine Filters – Black sponge is used for most cleaning and prevents fine debris entering the impeller. White sponge is ultra-fine, ideal for light dust. Use in Turbo mode only. If the pool water is very dusty, clean the filter frequently or remove it.

WARNING: Do not operate the device if the top cover or scrubbing brushes are damaged. If you notice any liquid leaking from the internal motor, stop charging or using the cleaner immediately.

6.0 DEVICE SPECIFICATIONS

Category	Details
General	• Model: POZTIDEPRO • Recommended Pool Size: Up to 130,000 L • Pool Depth Range: 0.4–3 m
Size & Weight	• Dimensions: 400 × 390 × 255 mm • Weight: 8.5 kg (cleaner), 3.3 kg (dock)
Performance	• Runtime: Up to 3.5 hrs (per charge) • Flow Rate: 250 L/min • Speed: 10 m/min • Filtration: Dual-level – 180-micron basket with optional coarse fine sponge and ultra fine sponge
Power & Battery	• Voltage: 25.55 V • Power: 90 W • Battery Capacity: 7800 mAh
Charging	• Charge Time: 3 hrs (direct charging) • Charger Input: 100–240 V, 47–63 Hz • Charger Output: 29.4 V / 3 A • Model: GM95-294300-4DG – IP67
Other Features	• Water Resistance: IPX8 (robot and dock) – Charger IP67 • App Connectivity: Yes – With dock – works underwater • Cable Length:13.4m total

7.0 DOCKING STATION REQUIREMENTS/WARNINGS

The TIDE PRO is equipped with a docking and wireless charging station. This allows the cleaner to charge and enables underwater Bluetooth and wireless control via the POZIE App.

The cleaner will operate fully without the docking station installed; however, certain features including Call Home, Underwater Remote Driving, and Scheduled Cleaning will not be available.

The following circumstances will prevent the dock from being installed:

See quick start guide for visual guide

> **Note: A tile band is commonly found in the recommended installation area and is suitable if the tiles are securely fixed.**
> **Avoid pebble surfaces, as loose beads may affect adhesion. If the pebbles are small and firmly set, installation may still be possible.**

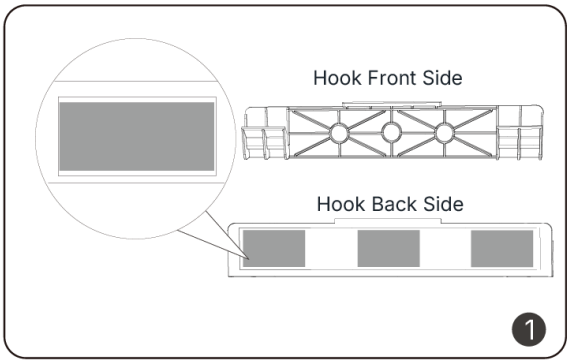
For best results, install the station on a flat, smooth, and vertically straight wall free from bumps or irregularities. Rough finishes such as pebblecrete may not allow the adhesive to bond securely.

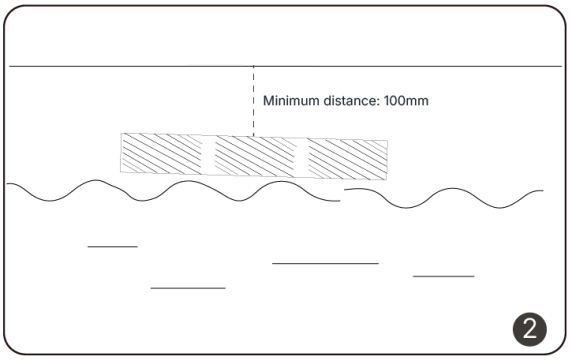
The bottom of the wall docking hook must sit **20 mm above the waterline** and if possible **100 mm below the coping**. Ensure the pool water level is correct before installation, as the wall hook is permanently fixed, although the dock itself can be removed if not in use. Place the dock in an open area with a clear view of the entire pool.

The installation area must be at least **1.2 metres deep** and free from steps, seating areas, underwater lights, or any obstructions leading to the dock.

Best Practice: Position the docking station at least 1 to 1.5 metres from pool corners and avoid placing it near curved segments that lead into corners. This ensures reliable navigation and docking performance.

7.1 HOW TO INSTALL THE DOCKING STATION

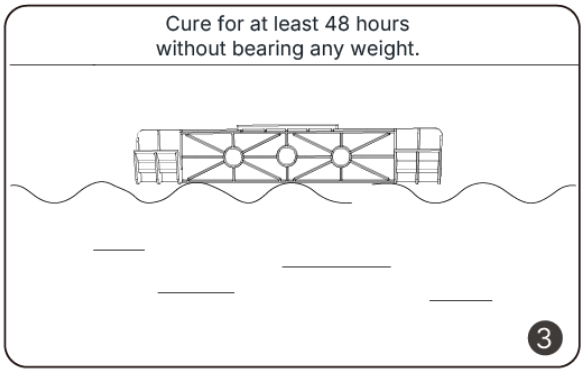


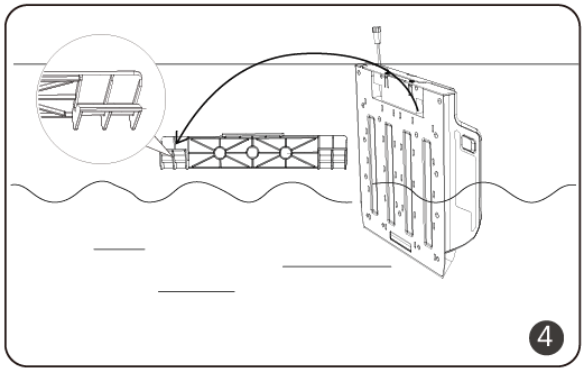


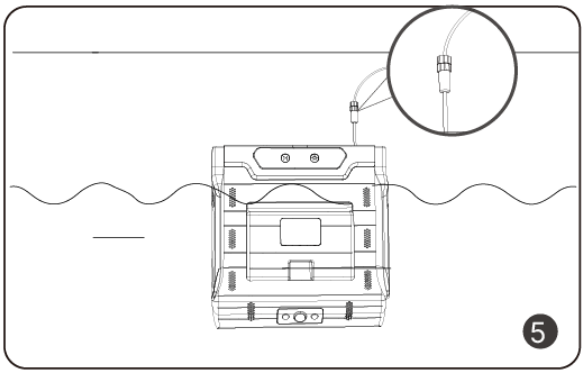
1. Use the **included waterproof nano gel double-sided adhesive tape** and apply it to the areas indicated in the diagram. Ensure all surfaces are clean, dry, and free of dust or debris before sticking for optimal adhesion.

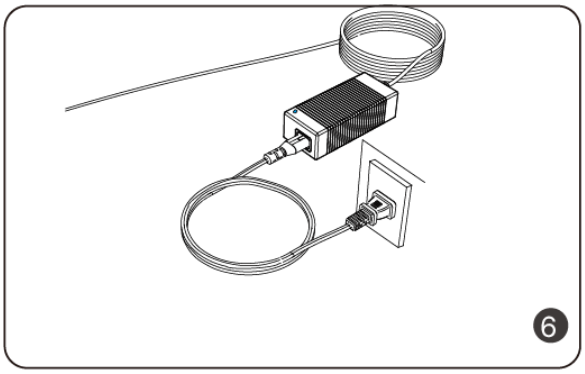
2. Install the hook 20 mm above the natural waterline and ensure it is level horizontally. The area directly below the dock must be free of obstructions and have a minimum depth of 1.2 metres. *Refer to Section 8.0 for full installation requirements.*

Note: The wall docking hook is **270 mm wide**, but the dock itself is **470 mm wide** when installed. To ensure proper alignment and functionality, allow for **at 105 mm of clear space on either side of the hook**, giving a total space allowance of **at least 480 mm**.

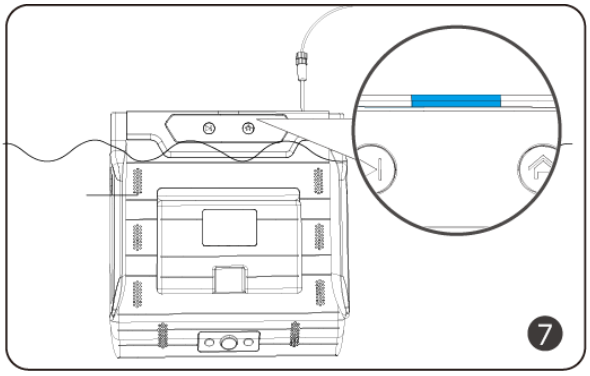








Note: Note: The Power Adaptor needs to be installed into a (GFIC) Power outlet at least 3.5m away from the pool.



7. When the adaptor is plugged into power the dock should illuminate blue. Make sure all connections have the o-ring present and are secure.

8.0 GETTING STARTED

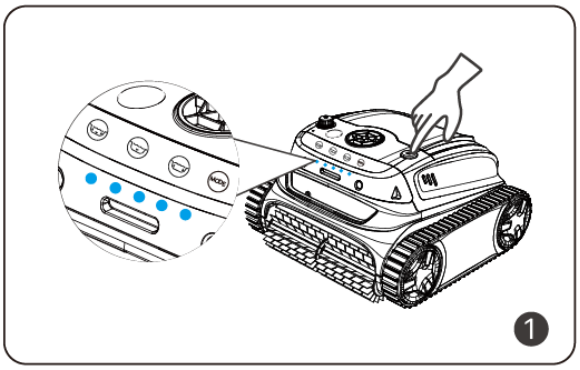
8.1 HOW TO CHARGE YOUR POZIE TIDE PRO CLEANER

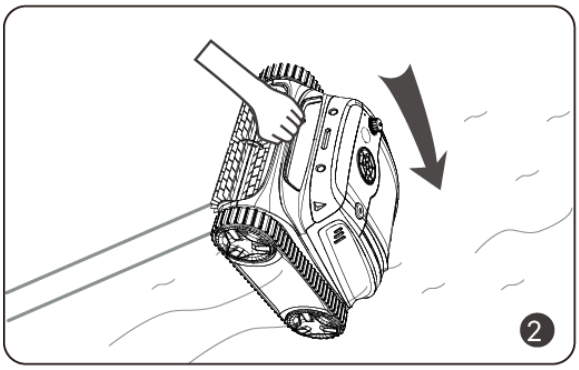
Important: The **TIDE PRO** is equipped with a **replaceable lithium-ion rechargeable battery**. Ensure the unit is **manually charged before first use** and whenever the battery is low.

Note: The battery provides approximately **3.5 hours of runtime**. When using the docking station, the cleaner will **automatically return to the dock and self-charge** when needed.

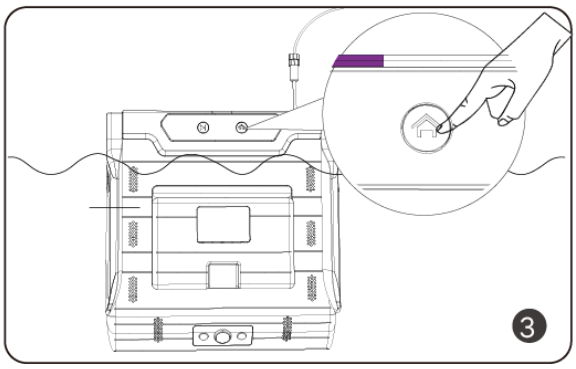
A separate short power cable is included, which connects to the main power transformer. This can be used to charge the cleaner directly if the docking station is not in use.

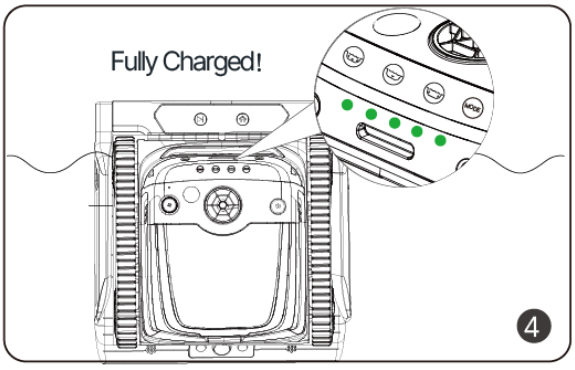
8.2 CHARGING VIA DOCKING STATION





1. Turn the device on and wait for the blue LEDS to flash
2. Use the handle and place the robot into the pool

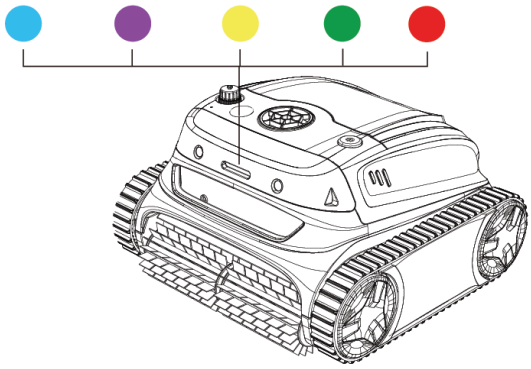
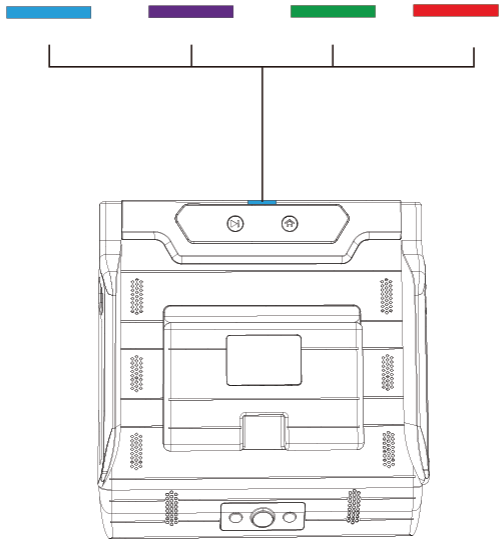




3. Wait 20 seconds with the robot in the pool then push the home button and the robot will start to dock
4. Robot will start to charge.

WARNING DO NOT CHARGE THE ROBOT USING THE DOCK OUT OF WATER – This is to reduce fire risk. Only use the included adaptor and cable out of water.

9.0 LED STATUS INDICATORS

Device	LED Light	Indication	Status
		Flashing	Working
		Solid	Connecting to App
		Flashing	Low Battery or self-parking in the pool
		Breathing (bright to dim)	Self parking complete
		Solid	Battery Level
		Solid	Fault – See troubleshooting
		Flashing	Impeller blocked or filtration basket full – See troubleshooting 15.0
		Solid	Power on
		Solid	Able to control the robot
		Flashing or Solid	Charging
		Solid or Flashing	Fault – See troubleshooting

Note:

1. Keep the dock powered and submerged at all times to ensure scheduled cleaning modes operate correctly.
2. When using the dock, the robot will automatically attempt to return once the yellow lights appear on the cleaner.
3. If red lights are displayed, refer to the troubleshooting section of this manual or contact us at support@pozie.com.au.

10.0 HOW TO SET UP AND USE THE POZZIE TIDE PRO CLEANER

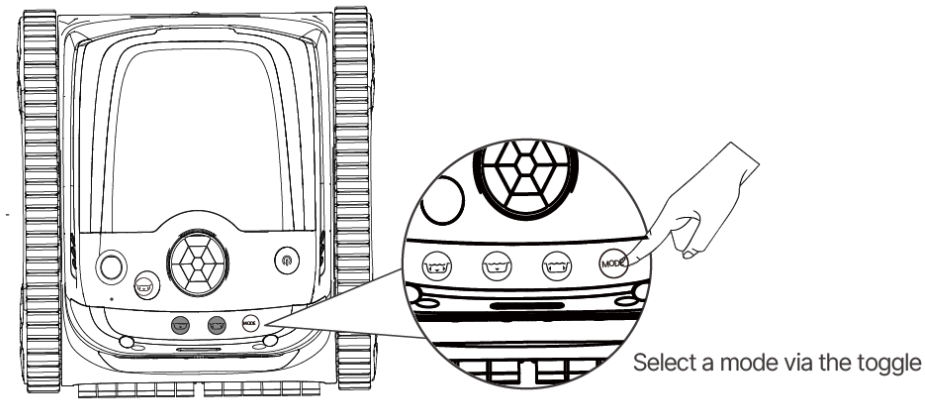
10.1 DOWNLOAD THE POZIE APP

Download the App using the below QR CODE or Search Pozie Robot APP on the google play store of IOS APP Store.

QR CODE	IOS	Android
	Version 15.0 or later Available on the App Store	version 8.0 or Later GET IT ON Google Play

Note: Ensure the cleaner is correctly charging on the docking station (if in use). If you experience issues connecting to the app or dock, unplug the dock from power and fully close the app before trying again.

10.2 CHOOSING A CLEANING MODE



Tip: For safety and proper operation, make sure your hands and the robot are dry before switching cleaning modes.

ICON	INDICATION
MODE	Toggles cleaning modes
	Default: Wall ×1, then Floor ×1 If using the app, you can configure this mode to either Standard (full pool) or Wall then Floor. The robot will remember the last mode you selected.
	Pool Floor Mode If using the app, you can choose which floor cleaning mode this button activates: Turbo (Strong), Standard, or Eco. The robot will remember the last mode you selected.
	Pool wall cleaning

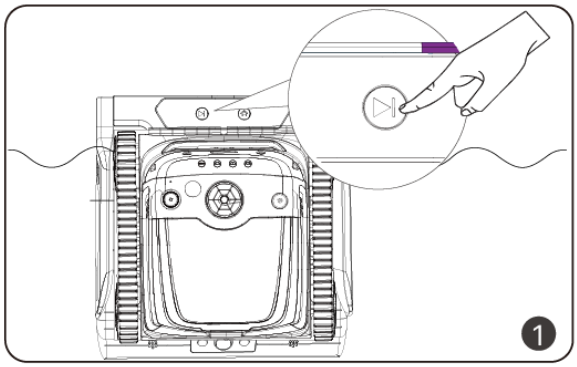
Using the App you have more cleaning options along with Expert mode.

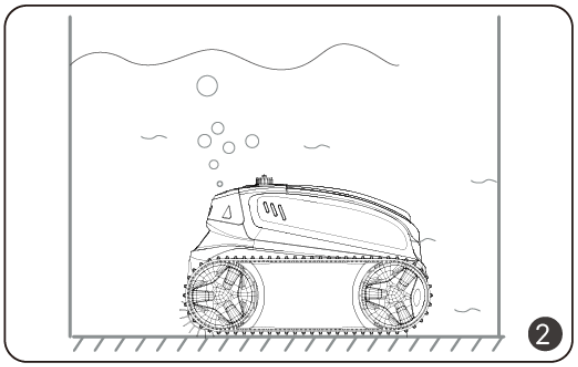
Here are the listed cleaning modes on the App:

Mode	Description
Standard (Full Pool)	Cleans the floor, walls, and waterline.
Floor Only	Standard runtime, floor-only cleaning.
Wall Only	Focuses on wall cleaning only.
Waterline Only	Scrubs only the waterline.
Wall then Floor	Cleans the walls until approximately 75% of battery is used, then switches to floor cleaning.
Eco Floor	Maximises runtime with reduced power usage.
Turbo/Strong Floor	Increases suction power for deeper cleaning but reduces runtime.
Expert Tab	Allows custom cleaning patterns for floor and walls based on user preference.
Scheduled cleaning mode	Only if the dock is installed and in use. Allows custom cleaning times and modes.
Remote/Area cleaning	Only if the dock is installed and in use. Allows the user to drive the robot manually

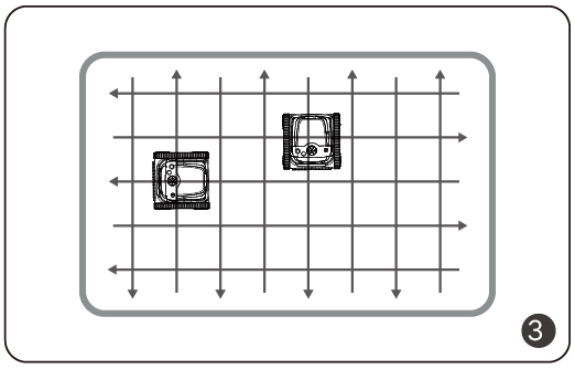
Note: When the robot is turned on or restarted, it will remember the last cleaning mode used. If using the dock, ensure the robot and dock are correctly paired. Use the app to control the robot's functions. If you are not using the dock, you will be unable to control or change the cleaning mode while the robot is underwater.

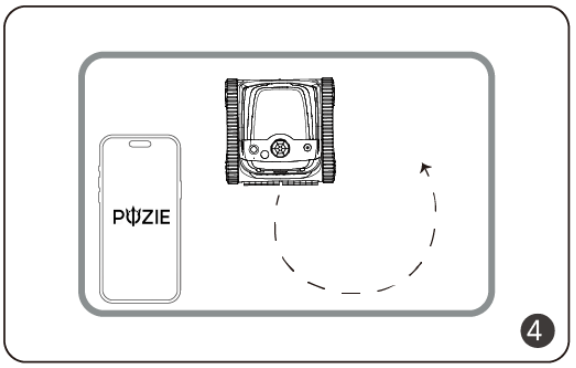
10.3 HOW TO USE THE ROBOT



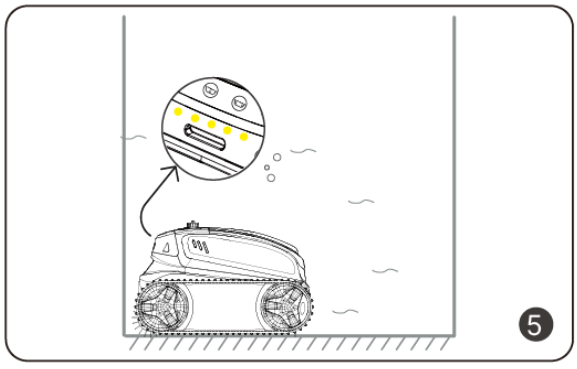


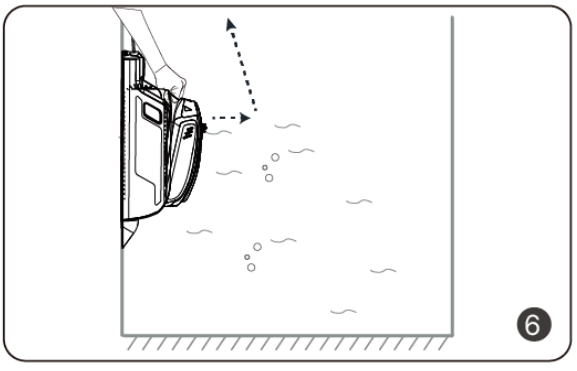
1. Pushing the play button on the dock will start the selected (or last saved) cleaning mode
2. The Robot will detach and move to the floor





3. The cleaner will begin its selected cleaning pattern and mode – use the app to change modes.
4. Via the app you can select and drive the cleaner around the pool using manual and area cleaning modes



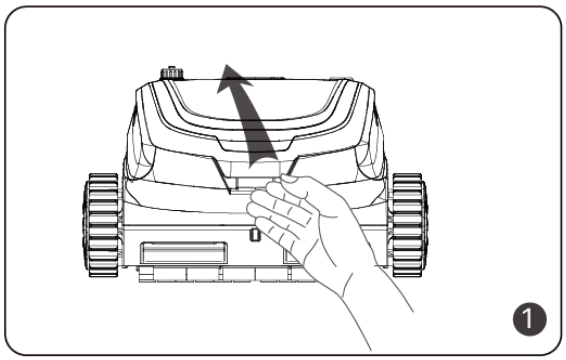


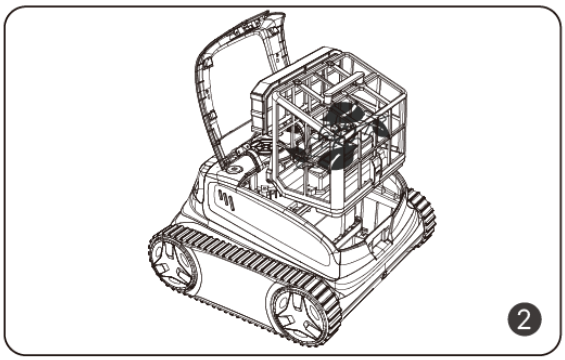
5. When the cleaning cycle or selected mode is complete, the cleaner will **flash yellow** and attempt to return and dock automatically. If the docking station is not in use, it will self-park near the closest ledge.
6. To remove the cleaner from the pool, lift it by the handle or use the included retrieval hook for safe removal from the docking station.

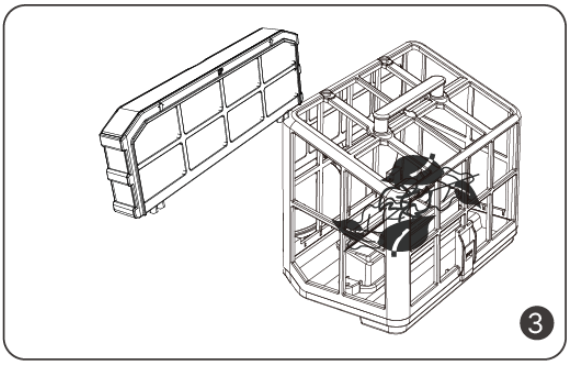
10.4 HOW TO CLEAN THE FILTER BASKET

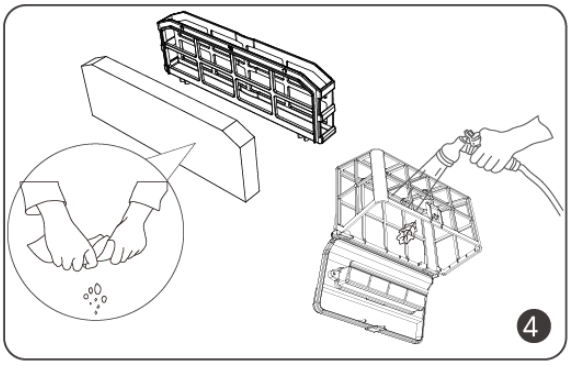
Note: Ensure the Device is off.

Clean the filter basket before the robot dry's off to avoid damage to the internal filters and to maintain optimal cleaning performance.

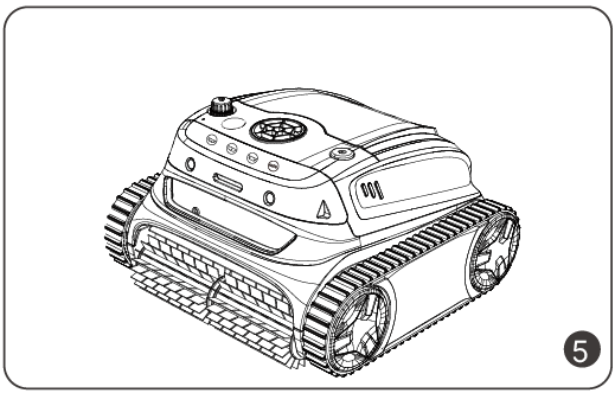








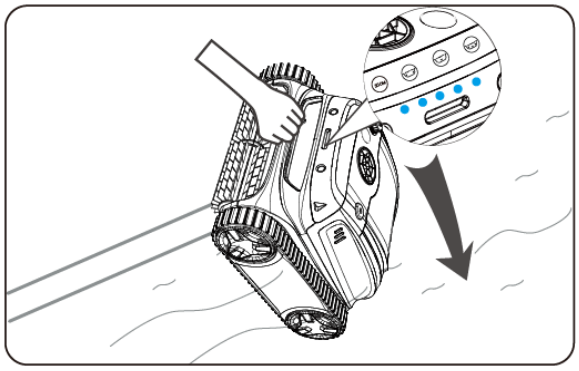
Note: Clean the fine filter with low pressure hose, do not use high pressure, generally a quick and through rinse is all that's needed a squeeze to remove excess moisture. At this stage also wash off the entire robot to clean off salt water to maintain longevity and help prevent colour fading.

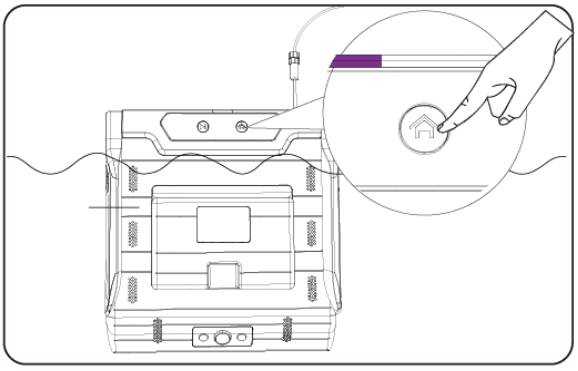


Warning: When not in use, store the cleaner in a cool, dry, and well-ventilated area, away from direct sunlight, rain, humidity, or any heat source. Do not leave the cleaner in the pool when idle, as long-term immersion may damage seals, filters, and internal components. Before placing the unit into long-term storage (over 3 months), fully charge the cleaner and repeat charging once per month to help preserve battery health. Never store the cleaner in a fully discharged state, as this can cause permanent battery damage. Always clean and dry the unit thoroughly before storage, ensure the power is switched off, and keep it away from pool chemicals.

10.5 HOW TO PUT THE ROBOT BACK ON THE DOCKING STATION

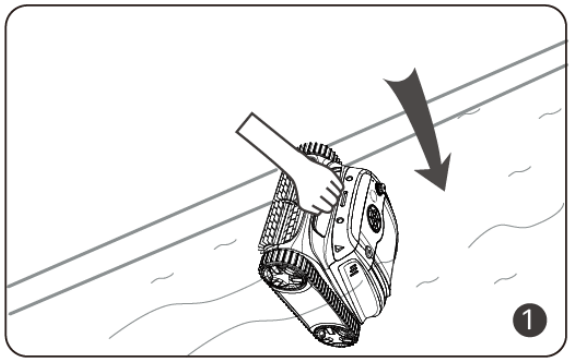
1. Turn the robot on and place it into the pool using the handle. Let it sink to the floor.
2. Press the home button on the docking station to initiate the cleaner to start to find the dock.

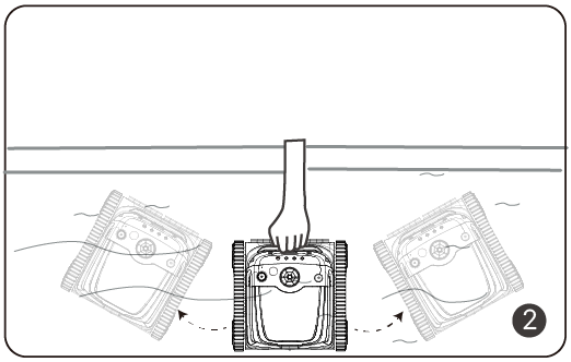


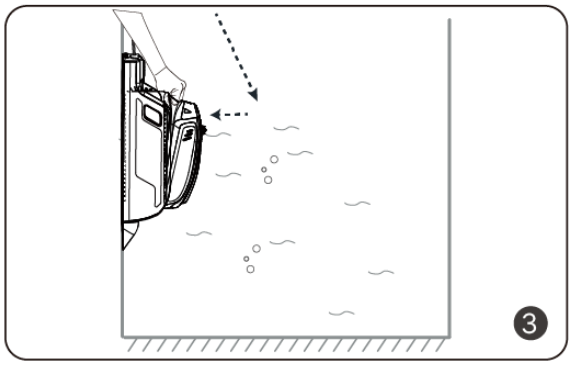


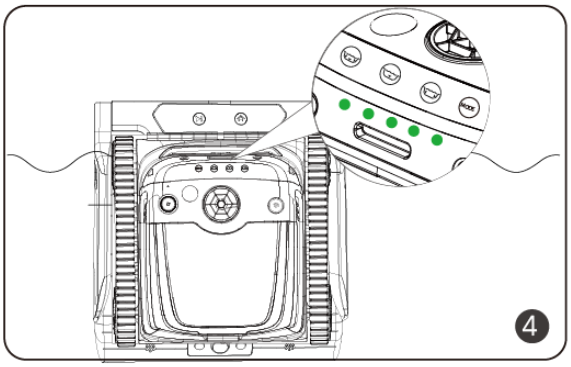
Alternatively, you can place the robot back onto the dock:

1. Hold the robot by the handle and submerge it fully into the pool.
2. Gently move the robot back and forth underwater to release any trapped air.
3. Place the cleaner onto the dock, allowing the magnets to guide and secure it into position.
4. If successful, the unit will begin charging and the indicator will flash green.

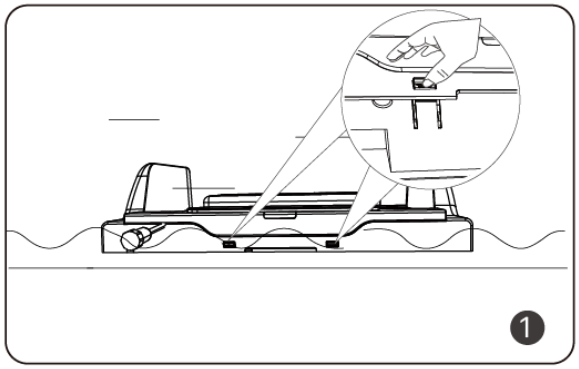


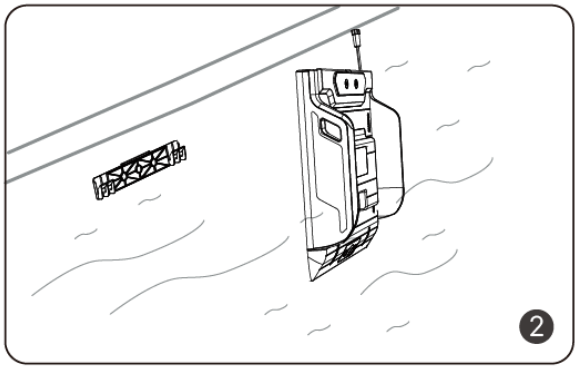






11.0 HOW TO DETACH THE DOCKING STATION





1. Locate the two fasteners and pull forward and down. Then pull the dock itself upwards to remove it.
2. Wash off the dock with tap water before storage.
3. **Note:** The wall hook installation is **permanent** and is **not intended to be removed** from the pool wall without significant effort and possible damage to the area behind it.

12.0 STORAGE INSTRUCTIONS

To maintain optimal performance, please follow these steps when storing your cleaner:

a) Ensure the device is powered off.
b) Thoroughly dry the cleaner and filter basket.
c) Fully charge the cleaner before storage.
d) Store the cleaner in a cool, well-ventilated area, away from direct sunlight, heat sources, frost, or pressure. The recommended ambient temperature is between 5 °C and 45 °C.
e) Recharge the cleaner every three months to help maintain battery health and longevity.

Note: If your device is having issues after long term storage, contact the POZIE team. For safety do not disassemble the robots' internals. The battery is user replaceable if required.

13.0 HOW TO REMOVE THE BATTERY

Tools required:

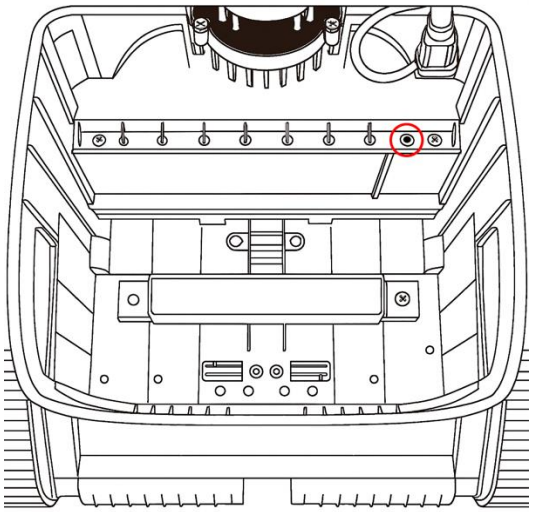
- 1 × Phillips head screwdriver
- 1 × Flat head screwdriver (wide head) – for prying lids and the battery if needed
- 1 × 3 mm Allen key

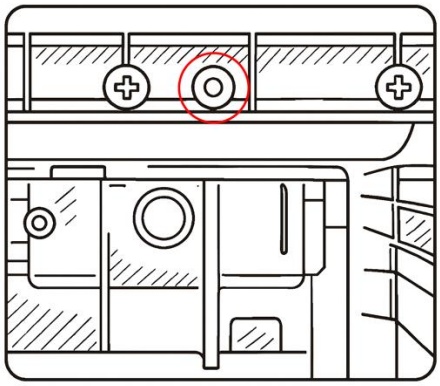
Step 1: Switch off the robot

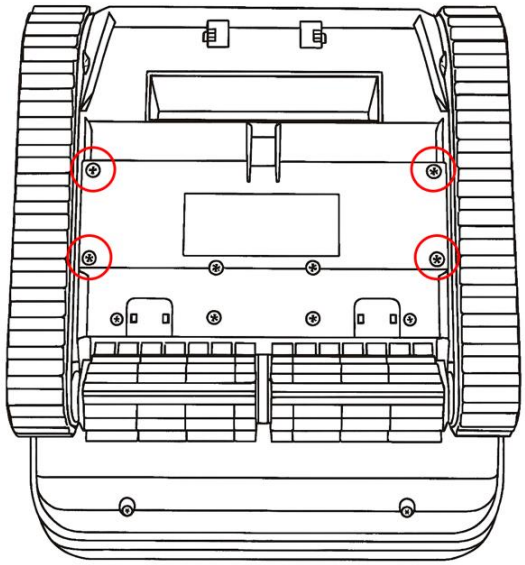
Ensure the robot is completely powered off before beginning.

Step 2: Open the rear lid and remove filters

Open the back of the unit. Remove both the debris basket and fine filter mesh. Locate the long Allen screw marked with an arrow and remove it.

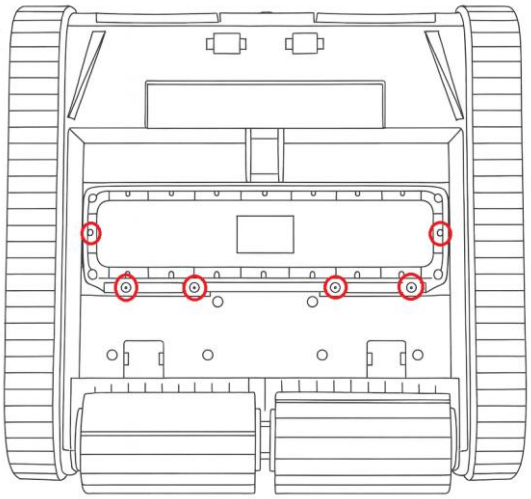




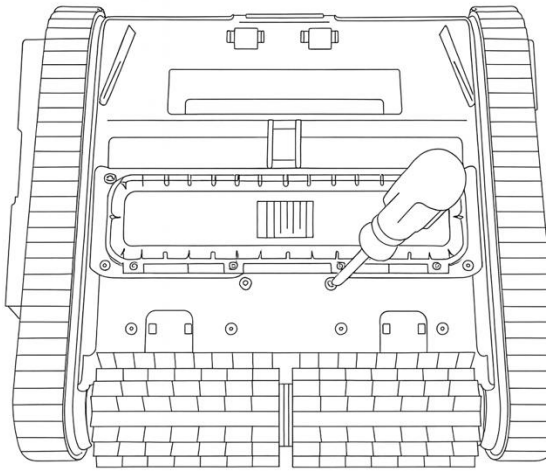


Step 3: Flip the robot and remove screws
Close the lid and turn the robot over. Remove the four Phillips head screws as shown.

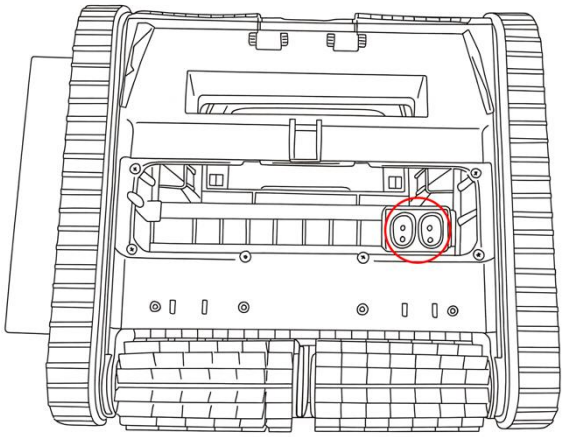
Step 4: Remove the top lid
If the lid is slightly stuck, use a flat head screwdriver to gently pry it up.



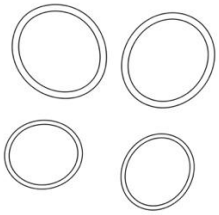
Step 5: Remove the inner screws
Under the lid, locate and remove the six Allen screws.

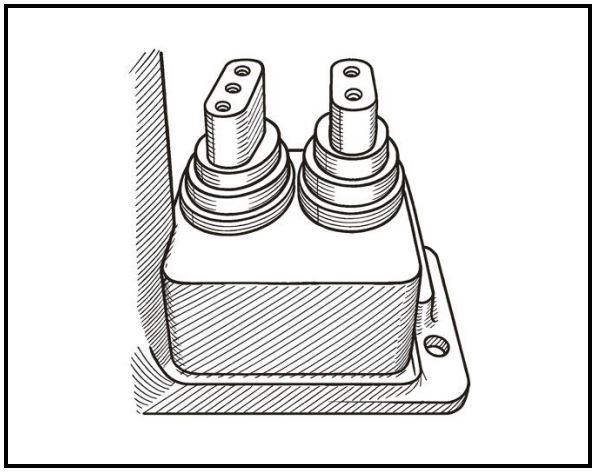


Step 6: Pry and remove the battery
Use a flat head screwdriver to gently loosen the battery if needed, then lift it out.



Step 7: Inspect battery ports and O-rings
Check the battery ports for any corrosion and ensure the O-rings are intact. You should have two thick O-rings and two thin ones. Remove and set aside.





Step 8: Lubricate and refit the O-rings
Place the O-rings back on the battery as shown. Apply silicone-based lubricant only

- Thicker O-rings go on the bottom
- Thinner O-rings go on the top

Step 9: Reinstall the battery

Insert the battery back into the robot, aligning the ports correctly. Push firmly until fully seated.

Step 10: Reassemble the cleaner

Reassemble by reversing Steps 5 through 2 in the following order:

- Reinsert the six Allen screws from Step 5, tightening in a star pattern to ensure even pressure.
- Fit the lid back into place.
- Replace and tighten the four Phillips screws from Step 3.
- Insert and tighten the long Allen screw from Step 2.
- Replace the debris basket and fine filter mesh, making sure they're seated properly.

Important: Do not overtighten any screws. Over-tightening can deform O-rings or damage the casing, potentially allowing water ingress. Tighten until snug.

14.0 FAQ

Q: What pool shapes and construction materials is the cleaner suitable for?

A: The cleaner is suitable for in-ground swimming pools of various shapes, including rectangular, oval, and irregular designs. It can be used on pools constructed with PVC/vinyl, gunite/concreate, tile, and other common materials.

Q: Will steps, shallow areas, drains, or slopes affect how the cleaner works?

A: The cleaner is capable of navigating oversteps, drains, shallow areas, and gentle slopes. While these features may slightly influence its cleaning path, they will not impact the overall operation.

Q: Can the POZIE App control the cleaner while it's underwater?

A: If you are using the **docking station**, the cleaner can **maintain communication** with the app while underwater. The dock acts as a signal relay, allowing for basic control functions and status updates during operation, depending on your cleaner model and the pool's conditions.

If you are **not using the dock**, **wireless signals cannot transmit through water**. In this case, you must preset the cleaning mode and path in the app before placing the cleaner into the pool, as it won't be able to receive new commands once submerged. However, the cleaner will automatically resume the last saved cleaning mode, whether it was selected using the onboard control or through the app. Once started, it will complete the previous cleaning cycle based on those saved settings.

Q: Can I replace the battery myself?

A: Yes, the battery is user-replaceable please refer to **Section 13.0** in the manual for step-by-step instructions. However, as with all **lithium battery**, performance will gradually decline over time and with repeated charging cycles.

Q: My fine filters aren't lasting long. Is that normal?

A: Yes. Fine filters are **consumable parts** designed for **Floor-Only Turbo/Strong Mode**. Their lifespan can be reduced by **poor water chemistry**, **algae**, or **excess fine debris**. They are expected to wear over time and can be **replaced as needed**. Contact **POZIE** for replacements.

Q: What is the difference between the fine filters?

A: The black coarse filter provides basic fine filtration with minimal impact on performance and can be used for most cleaning cycles. If you notice unusual behaviour, try removing it.

The fine foam filter is ultra-fine and designed for Turbo/Strong Floor Mode only. It captures very fine debris but can clog quickly, so it's best for light use and may require frequent rinsing during the cycle.

15.0 TROUBLESHOOTING

Issue	Details	Possible Causes	Suggested Solution
Cannot charge	All LED indicators show green	Sealed parts or charger may be damaged	Contact support for replacement
	No LED indicators show	Poor contact with docking station	Adjust the position of the cleaner on the dock
Charger light is off	Plugged into power but no light appears	Charger is damaged	Contact support for replacement
Cannot be turned on	No LED indicators shown	Battery is low	Charge the device
Does not work	LED indicators turn off after a short time	Auto power-off after 3 minutes of inactivity	Turn the device on again
	Solid red light	Impeller or filtration basket is blocked	Clean out filters thoroughly. Contact Pozie for impeller cleaning help.
	Flashing red light	Overheat protection triggered	Wait for the unit to cool, then restart
	Flashing yellow light	Battery is low	Charge the device
Cannot clean the wall	Wrong cleaning mode selected		Use wall cleaning mode
	Pool water is heavily soiled		Clean the filtration system
	Fine filters are in use		Remove the fine filter
	Gyroscope needs calibration		Calibrate via the app
	Device is too heavy		Install floating foams Contact Pozie for installation help.
	Outdated firmware		Update using the app
Low cleaning coverage	Floor mode is selected		Switch to full-pool cleaning mode
	Outdated firmware		Update using the app
Front part of cleaner lifts often	Filtration basket is full		Clean the filtration system
	Fine filters used		Clean out fine filter/remove fine filter
			Fine filters used in wrong pool mode – change pool mode to floor only
Cleaning path is irregular	Gyroscope needs calibration		Calibrate via the app
Stuck on main drains or lights	Obstacles are taller than 30 mm		Manually remove the device
Cannot return to dock	Dock is not powered		Connect the docking station to power
	Dock needs calibration		Contact support for calibration

16.0 WARRANTY INFORMATION

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion.

You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

To make a claim:
The Purchaser must lodge a claim in order to obtain a case number for Australia through the Warranty portal at **www.pozie.com.au** or call Customer Service: 1300118632

1. This express warranty applies only if the Product is purchased from an authorised Pozie dealer. Buying from an Authorised Dealer guarantees a genuine Pozie product designed for Australian/New Zealand conditions and access to proper technical support.
2. Pozie's liability under this warranty is limited to repairing or replacing the Product, or reimbursing the cost of repair or replacement, at Pozie's discretion.
3. This warranty does not cover defects if: (a) the Product was not installed according to Pozie's instructions; (b) the Product was modified or fitted with non-genuine parts; (c) the Product was used outside recommended conditions; or (d) damage was caused by power surges, lightning, insects, or animals. Pozie chargers/ transformers can tolerate minor voltage surges but are not protected against larger surges or lightning strikes.
4. Pozie products are designed for pools maintained within Australian Standard AS 3633-1989, with pH levels between 7.2 and 7.8, and free chlorine not exceeding 4 ppm and salt/mineral levels below 5000ppm. Pozie is not responsible for damage caused by water outside these parameters, including corrosion or scaling. Regular pool water testing is recommended: professional testing at least monthly and home testing weekly. Pozie may request test results to verify warranty claims.
5. Replacement parts supplied under this warranty are guaranteed against defects for the remainder of the original warranty or 12 months from the replacement date, whichever is longer.

6. Product registration and proof of purchase (itemised tax invoice) must be provided by the Purchaser before any warranty work is approved. Pozie reserves the right to reject any warranty claim without proof of purchase. Where applicable, the serial number must be provided.
7. This warranty is non-transferable and applies only to the original purchaser.
8. Pozie reserves the right to decide, for each warranty claim, whether the Product must be returned to the Authorised Dealer where it was purchased, serviced on-site, repaired at an authorised workshop, or sent to Pozie for repair.
9. Should warranty services be provided and upon assessment of the issue deemed to be non-warranty, any call out charge/return postage shall be at the cost to the Purchaser.
10. **Prior to returning the Product to Pozie a warranty claim needs to be registered and approved. Products that are returned to Pozie without approval may not be accepted and any return costs will be at the cost of the Purchaser.**
11. It is the responsibility of the Purchaser to return any easily returnable product for repair or replacement to the nominated repair facility at their cost.
12. For this warranty, a “residential swimming pool” means a pool on a single dwelling site. Products meant for residential pools but used at commercial sites such as hotels, swimming schools, therapy centres, apartments, townhouses, or other multi-dwelling locations usually operate longer and face more wear.
    a. Therefore, Products designed for residential use but installed at commercial sites have a warranty period of 1 year only.

Warranty Table as follows:

Item	Motor	Battery	Charging pins	Charger	Dock	Wall Hook	Consumable parts
Warranty Period	2 years	2 years	2 years	2 years	2 years	n/a *	n/a**

*Wall Hook is only warranty for initial construction. Adhesion to a surface is customers responsibility follow installation requirements.

13. **Consumable parts include – tracks, debris basket, fine filters