madimack

Trusted by
POOL PROFESSIONALS

gt/freedom PLUS

Cordless Robotic
Pool Cleaner

USER MANUAL & INSTRUCTIONS



Make it a Madimack.

⚠ 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 this manual.

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1 Important warnings & safety information

GENERAL WARNINGS

- Read all instructions before use.
- The GTF Plus is for residential pool cleaning only. Do not use for other purposes.
- Keep out of reach of children and persons with limited capabilities unless supervised.
- Do not allow children to play with the GTF Plus.
- Only qualified professionals should perform maintenance other than what's specified in this manual.
- Installers must follow manufacturer instructions and comply with all local standards.
- Incorrect installation or use can cause injury or property damage and void the warranty.
- Do not operate while people or animals are in the pool.
- Use information as general guidance only. Always seek professional advice when required.

WARNINGS ON USE

⚠ Use only the genuine charger and battery pack. Using other parts may cause fire or injury.
⚠ Charge indoors only, within 6°C–35°C.
⚠ Disconnect charger and ensure power is OFF before any maintenance.
⚠ Do not operate with wet hands or carry the unit with your finger on the power button.
⚠ Keep removed batteries away from metal objects to prevent short-circuit or fire.
⚠ Do not open or attempt to repair the GTF Plus yourself—contact an authorised dealer.
⚠ Stop using immediately if the unit emits odour, leaks, or malfunctions.
⚠ Use only genuine replacement parts.
⚠ Charge fully every 3 months to protect battery life.
⚠ Damaged or leaking batteries can cause burns—avoid contact and rinse immediately if exposed.
⚠ Do not expose the GTF Plus, battery, or charger to fire or temperatures above 130°C.
⚠ Do not leave in direct sunlight or rain; store dry, cool, and undercover.
⚠ Dispose of this electrical product in accordance with local regulations.

GENERAL OPERATING CONDITIONS

- Water depth: 1.0–2.5 m (unit stops automatically below 0.4 m).
- Water temp: 4°C–35°C (performance may reduce below 15°C).
- Pool water: pH 7.0–7.8; salt ≤ 5000 ppm; chlorine ≤ 4 ppm.
- Not suitable for >30° slopes or beach-entry pools.
- Remove from pool during shock chlorination or thunderstorms.
- Do not charge outdoors or near water.
- Store fully dry in a cool, shaded place (–10°C to 45°C; 30–70% RH).

TIPS

- Drain water by tilting the unit at the pool's edge.
- Lift slowly to avoid back strain—never lift by the tracks or roller.
- Clean the filter basket after each use.

REMINDERS

- When the battery is below 40%, the GTF Plus will clean the floor only.
- Always dry completely before storage.
- Clean the filter basket thoroughly after every cycle.
- Store the charger cable neatly—no twists or tangles.
- Optimum storage temperature: –10°C to 45°C.

2 Technical Specifications

Model	GTF PLUS 5.5h	GTF PLUS 8h
Endurance time	5.5h	8h
Charging time	5h	6h
Battery	7.5Ah（192Wh）	10.4h (262Wh)
Optimum pool temperature	4~35℃ / 39.2~95℉	
Cleaning mode	Floor only: Wall & Waterline Only; Wall & Waterline first, then Floor; Full Coverage	
Turbo mode	YES	
Multiple Cycle Option	1h/1.5h/2h/Max	
AI Timer	24h/48h/72h	
Filter capacity	3.2L	
Filtration accuracy	Single layer 180μm	
APP	Yes	
Pump flow rate	15-20(m^3/h)	
Running power	20-100W	
Moving speed	10-12m/min	
Number of motors	3	
Charger input	100-240VAC ~ 50/60Hz	
Running voltage/current	25.5V / 1A	
GTF Plus NW/GW	8.3kg / 13.1kg	8.5kg / 13.4kg
Dimensions (L*W*H)	423*385*236mm	

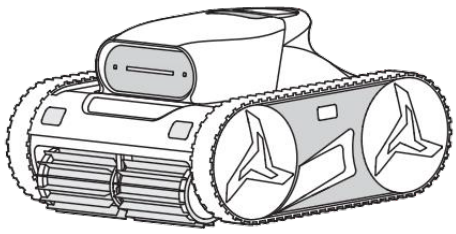
Note: The above-mentioned endurance times are based on continuous operation in floor mode. Actual performance may vary depending on pool shape, dimensions and water conditions.

The manufacturer reserves the right to modify these specifications without notice.

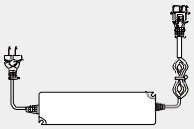
3 Product Overview

3.1 Packaging Contents

The following items are included in the packaging of the GTF Plus. Please contact your dealer if any items are damaged or missing.



Madimack GTF Plus



Charger



Quick Start Guide



Retrieval Hook

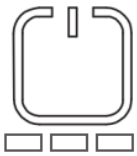
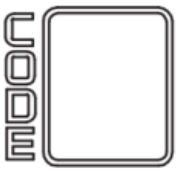
Note:

The GTF Plus's power switch must be ON when the GTF Plus is charging. When the GTF Plus is not in use, please turn the power switch OFF to protect the battery.

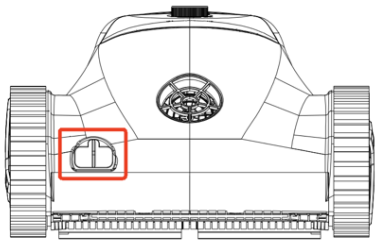
3.2 Operating Conditions

Parameter	Range
Working Water Depth (m)	1-2.5m
Pool Water Temperature	4-35°C
pH Level	7.0-7.8
Sodium Chloride Concentration (PPM)	≤55000ppm
Chlorine Content (PPM)	≤4ppm

4 Control Panel

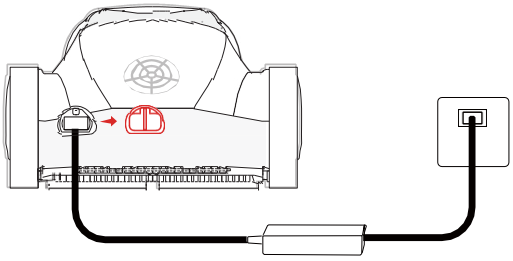
Button	Icon	Display Status	Description
Power button		Lights ON	GTF Plus is on
		Lights OFF	Sleep status/GTF Plus is off
Cleaning time		One light on	Cleaning time: 1 hour
		Two lights on	Cleaning time: 1.5 hour
		Three lights on	Cleaning time: 2.0 hour
		All lights off	Cleaning until low battery
Cleaning mode		Bottom triangle green light on	Floor cleaning mode
		Top triangle green light on	Wall-Only Mode
		Both triangles green light on	Wall & Floor Mode (Wall first, then floor)
		Both triangles off	Ledge Mode (or Platform Mode)
AI Timer		1 light on	Clean every 24 hours
		2 lights on	Clean every 48 hours
		3 lights on	Clean every 72 hours
		All lights off	Run once
Turbo mode		Green light on/off	Turbo mode on/off
Battery light (Non-charging status)		1 green light on	Battery level: 20-50%
		2 green lights on	Battery level: 50-75%
		3 green lights on	Battery level: 75-100%
Low battery		1 light flashes	Battery level below 20%
Battery light (Charging status)		3 lights flash in cycle	Charging
		3 green lights on	Battery level: 100%
Error (Red Light)		Left drive motor failure	E1
		Right drive motor failure	E2
		Water pump failure	E3
		Water sensor failure	E4
		Infrared sensor failure	E5
		IMU failure	E6

5 Charging the GTF Plus



1. Take the cover off the charging port. The charging port cover will remain tethered to the GTF Plus's body – do not lose the charging port cover.

⚠ Do not submerge the GTF Plus in water without the charging port cover inserted into the charging port.



2. Ensure the charging port on the GTF Plus, and the charger, are dry.
3. Plug the charger into the GTF Plus's charging port, ensuring the plug is turned the correct way to line up with the charging port.
4. Plug the other end of the charger into a 240V power supply. When the indicator lights on the GTF Plus are flashing green, the GTF Plus is charging. When all 3 indicator lights on the GTF Plus are solid green, the GTF Plus is fully charged.
5. Once the GTF Plus is fully charged, turn the power off at the wall, then unplug the charger from the GTF Plus and the power supply.
6. Store the charger in a safe place.
7. Re-insert the charging port cover back into the GTF Plus.
8. To protect the battery, do not leave the charger plugged into the GTF Plus after charging has completed.

⚠ Do not charge the GTF Plus outdoors.

⚠ Recommended ambient temperature for charging is 6°C – 35°C.

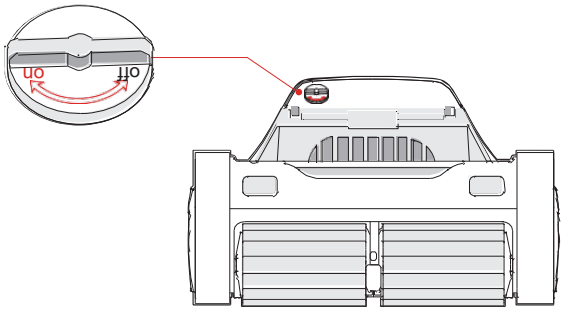
⚠ For battery protection, the GTF Plus should be fully charged every 3 months.

⚠ Only use the genuine charger to charge the GTF Plus. Using any other charger will void the warranty.

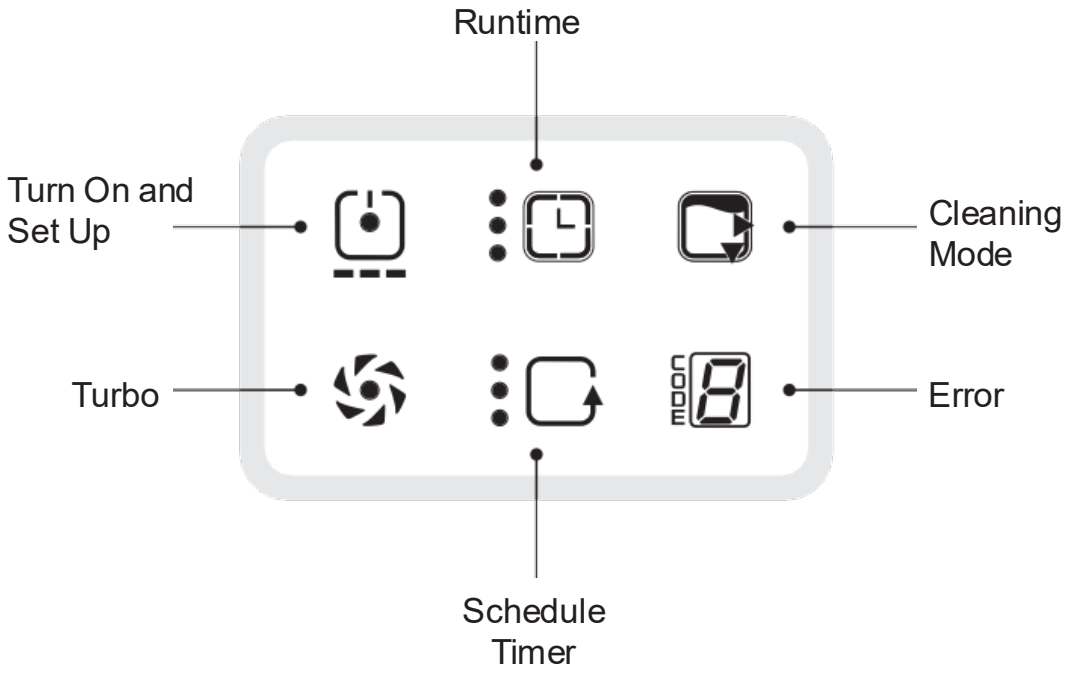
6 Startup and Operation

6.1 Battery/power isolation switch

Remove the filter basket to locate the power switch at the front and turn it ON.



6.2 Control Panel



6.3 Operation Quick Startup

Function	Action	Result
Turn On	Hold 3 s	Control panel power on
Start Cycle	Tap after setting the mode	Save the settings and place in water
Schedule Timers	Tap to switch between the schedule timers	Auto-Clean every 24/ 48/ 72 h, or off. Cleaner will start at approximately the same time as the first cycle on the set day
Low Battery	1 LED Flashes	< 15% Power level park and stop

7 Operation

1. Press and hold for 3 seconds to activate the product.
2. The indicator light will blink, after which you may begin configuring the settings.
3. Once configured, press again to confirm the operation, then place the product in water to start cleaning.
4. The product will automatically begin cleaning upon contacting the bottom of the pool.
5. If no operation is performed within 3 minutes after the indicator blinks, the product will stop running and enter sleep mode.
6. Sleep mode: When the power knob is in the "ON" position and the indicator light is off, press and hold for 2–3 seconds to wake up the device..

7.1 Wi-Fi and App connection

1. Enable Bluetooth and Wi-Fi on your phone
2. Hold for 3s. When you hear a beep, it is ready to pair.
3. When starts flashing, search and connect device in the Madimack App.
4. Once the Control Panel shows up, the Wi-Fi is set.

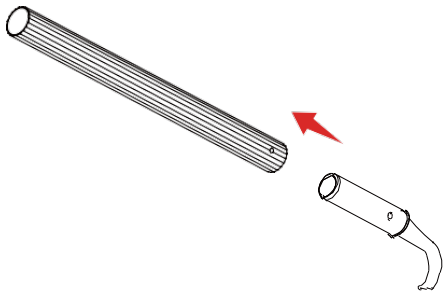
Notes:

APP functions are unavailable while the robot is in the pool due to signal interference

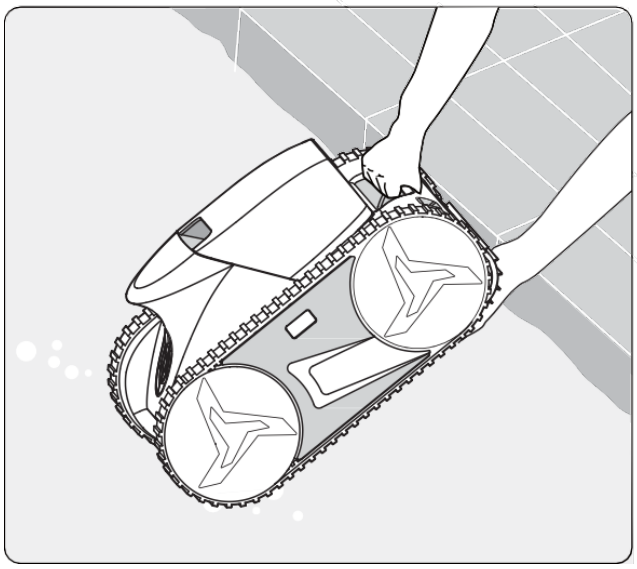


7.2 Using the retrieval hook

1. Attach the hook to your telepole (Pole not included in the package).



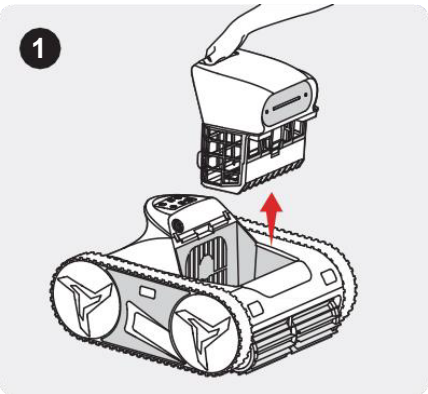
2. Use the hook to lift the GTF Plus by the handle, from the bottom of the pool only to the surface of the pool water.
3. Then use your hands to lift the GTF Plus onto the edge of the pool, using the GTF Plus's handle.
4. Allow the water to drain out the ports before lifting the cleaner.



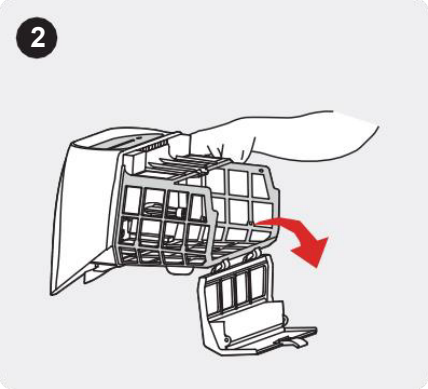
⚠ Do not lift or carry the GTF Plus by the tracks or any other part of the GTF Plus.
⚠ Do not use the hook to lift the GTF Plus out of the water, only use the hook to bring the GTF Plus to the surface of the water.

7.3 Cleaning the Filter Basket

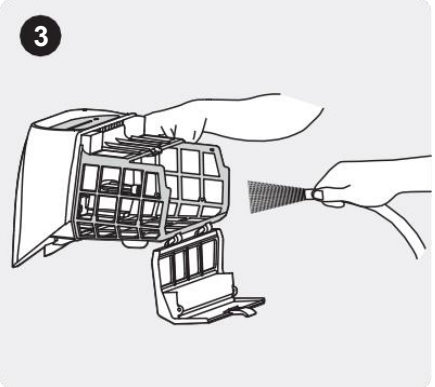
1. Clean the filter basket after each cleaning cycle. When a cleaning cycle is complete, the GTF Plus will stop at the side of the pool.



Remove the filter basket



Open the basket.



Empty any debris and clean the basket with a hose or by running under a tap.
Ensure there are no holes in the basket's mesh.

4. Close the basket and re-insert the basket into the GTF Plus.
5. After cleaning is completed, ensure GTF Plus is fully dry and store the GTF Plus in an undercover cool dry place away from direct sunlight.

8 Maintenance Warnings

8.1 General Maintenance Warning

- To avoid electric shock and other hazards that could result in major injuries, ensure the GTF Plus is disconnected from the charger before performing any cleaning and/or maintenance.
- Before any maintenance, ensure the GTF Plus's power switch is OFF to prevent injury from impeller rotation.

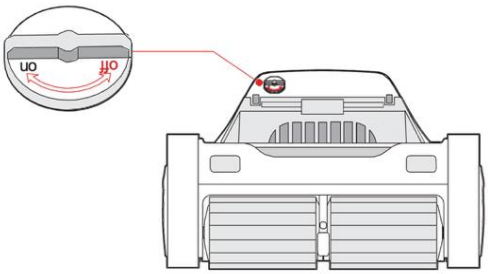
8.2 Filter Maintenance

- Clean the filter after each cleaning cycle to ensure optimum cleaning and climbing performance. Refer to Section 7.3 for filter cleaning instructions.

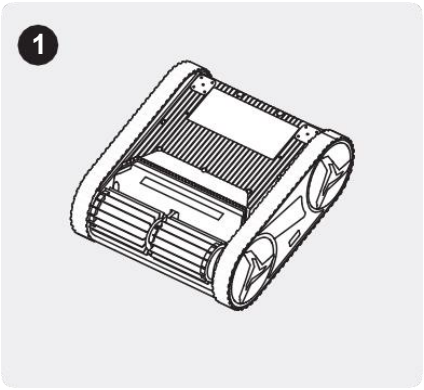
8.3 Impeller Maintenance

- If you have any difficulties performing impeller maintenance, please contact your authorised dealer for assistance.
- Visually check whether the impeller or impeller shaft is entangled with hair or other debris, as this may reduce suction or climbing performance. Clean the debris trapped in the impeller.

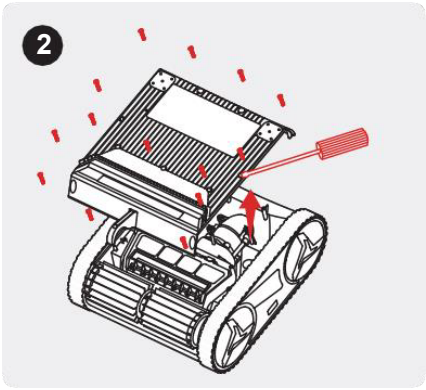
9 Cleaning the Impeller



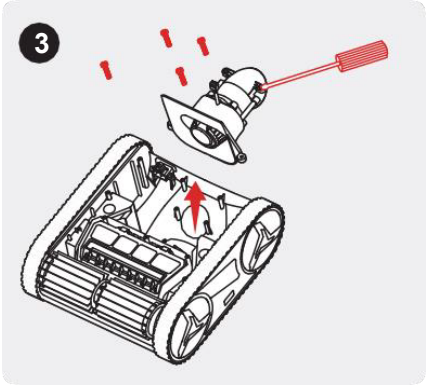
⚠ **The battery/power isolation switch MUST be OFF before any maintenance is carried out on the impeller.**



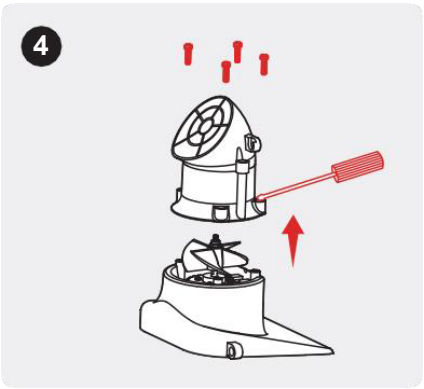
Turn the GTF Plus upside down onto a soft surface.



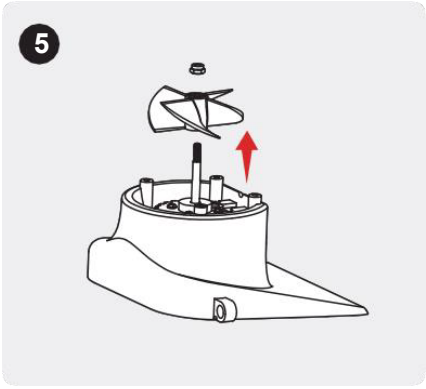
Remove the fixing screws in the bottom cover and take out the bottom cover.



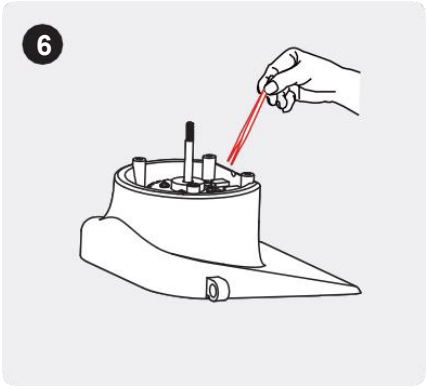
Remove the fixing screws of the impeller motor cover assembly.



Remove the screws that fix the flow deflector and remove the deflector.



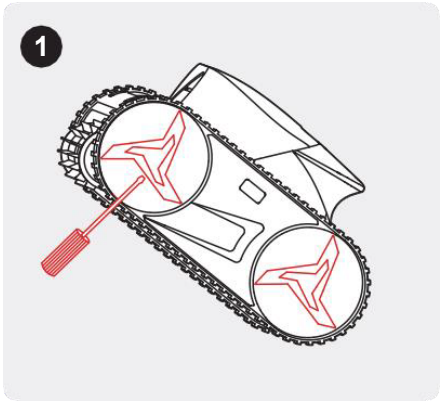
Remove the impeller fixing screws and take out the impeller.
Note: Please wear gloves when removing the impeller to prevent injury from sharp edges.



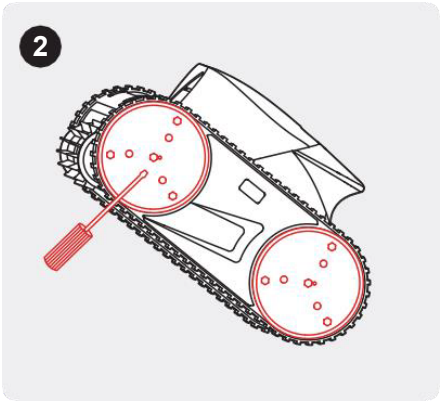
Remove the impeller debris and reassemble all the above parts in order.

10 Replacing the Tracks and Roller Brush

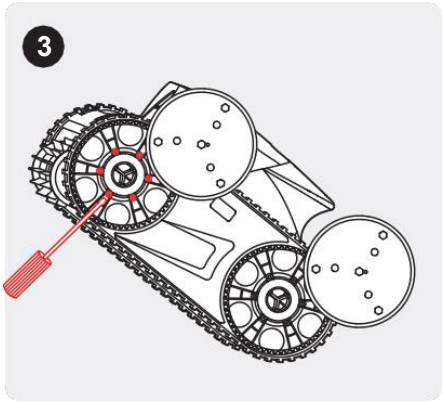
To begin, place the cleaner on a flat and stable surface.



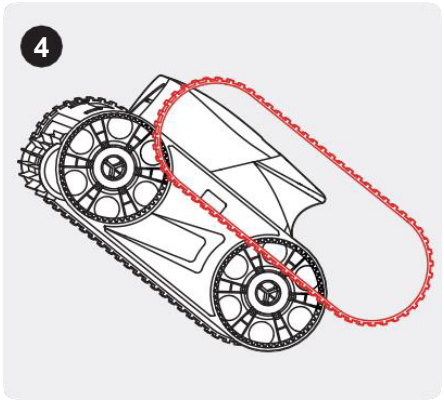
Use a flat-head screwdriver to pry off the hub cover.



Remove the screws securing the hub.

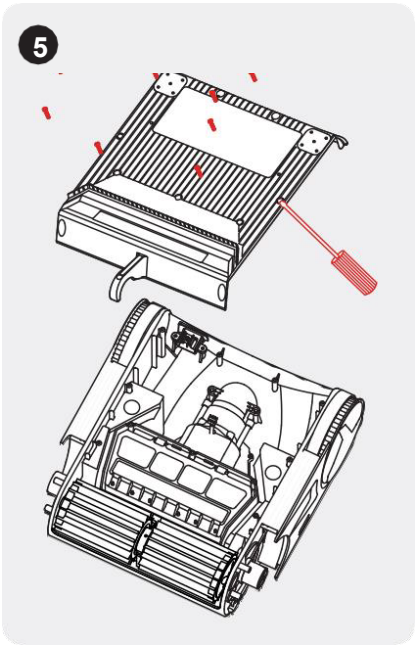


Take out the hub.

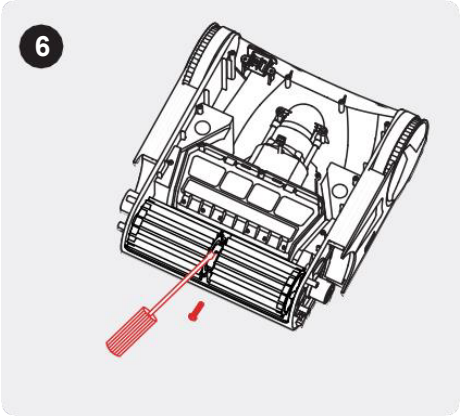


Remove the old track and install the new one. Then reassemble all parts in the reverse order.

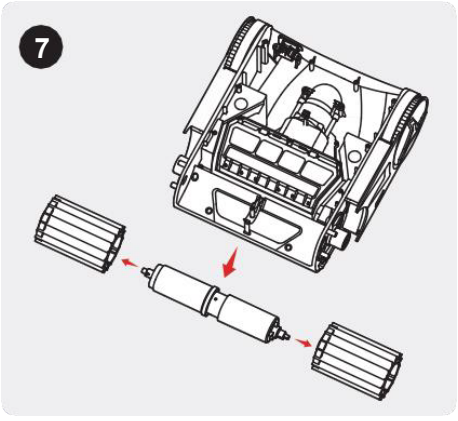
Brushes



Unscrew tires and remove back cover.



Unscrew the roller brush from the middle.



Remove the brushes.

11 Troubleshooting

Problem	Possible Cause	Solution
Not charging	Debris on the electrode of charging port (Non-failure)	Clean debris off charging port
	The charger is damaged	Replace the charger
No power	The power switch is OFF (Non-failure)	Turn on the power switch
	GTF Plus in Sleep mode (Non-failure)	Hold the power button to wake up
	No power in the battery (Non-failure)	Charge the GTF Plus
Not climbing	Battery is lower than 40%	Charge the GTF Plus
	Not set on wall mode operation	Check the mode setting on controller
	Inlet clogged	Clean the inlet
	Impeller stuck	Clean the impeller
	Dirty/ clogged filter basket	Clean the basket
Not working (not moving, not pumping)	Low battery (Non-failure)	Charge the GTF Plus
	Out of water (Non-failure)	Ensure GTF Plus is submerged in water with a minimum depth of 40cm
	Dirty/ clogged filter basket (Non-failure)	Clean filter basket
Poor cleaning	Impeller Stuck	Clean debris in OFF state
	Filter box full	Clean the box
	Inlet clogged	Clean the inlet
	Roller brush stuck	Clean roller brush
	Low battery level	Fully charge
	Worn filter net	Replace filter net
Moving but not pumping	The impeller is stuck	Check the impeller for debris and clean.
	Dirty/ clogged filter basket (Non-failure)	Clean filter basket
	Water inlet is blocked (Non-failure)	Take out filter basket and clean water inlet
	Battery low (Non-failure)	Charge the GTF Plus
Pumping but not moving	The moving motor is stuck	Inspection or repair may be required
	Brush gets stuck (Non-failure)	Clean brush
	The GTF Plus gets stuck by an obstacle and shuts down for auto-protection (Non-failure)	Remove obstacle and restart the GTF Plus
	Dirty/ clogged filter basket (Non-failure)	Clean filter basket
Code Error	E1- E6	Restart the cleaner. If issue persists, contact Madimack.



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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.