

Master Warranty Statement

Madimack Pty Ltd

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Your rights under 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.

1. Purpose and Scope

This Master Warranty Statement sets out the warranty framework that applies to all Madimack products. It is the authoritative reference document for all warranty communications across Madimack's website, marketing materials, packaging, dealer communications, and customer-facing touchpoints.

This document covers:

- Madimack's extended warranty — applicable to products purchased through an Authorised Dealer or Certified Online Dealer
- Statutory consumer guarantees under the Australian Consumer Law (ACL), which apply to all Madimack products regardless of purchase channel
- The relationship between the extended warranty and statutory consumer rights
- Warranty provider details as required under Regulation 90 of the Competition and Consumer Regulations 2010

2. The Australian Consumer Law — Statutory Guarantees

Under Schedule 2 of the Competition and Consumer Act 2010 (Cth) (the Australian Consumer Law), consumer guarantees apply automatically to all Madimack products sold to consumers in Australia. These guarantees cannot be excluded, restricted, or modified by any warranty document, terms of sale, or other agreement.

As a manufacturer, Madimack Pty Ltd is directly liable under sections 271–273 of the ACL, independently of the retailer or dealer through whom the product was purchased.

Key consumer guarantees applicable to Madimack products include:

- Acceptable quality — goods must be safe, durable, free from defects, and fit for purpose
- Fitness for disclosed purpose — goods must be fit for any purpose the consumer made known
- Match description — goods must match any description given
- Repair and spare parts availability — Madimack must take reasonable steps to ensure these are available for a reasonable period

Remedies available to consumers:

Failure type	Consumer entitlement
Major failure	Consumer may choose: reject the goods and obtain a full refund or replacement, or keep the goods and seek compensation for the reduction in value. Consumer may also claim compensation for any other reasonably foreseeable loss or damage.
Minor failure	Madimack may choose to repair, replace, or refund. If repair is chosen, it must be completed within a reasonable time.

3. Madimack Extended Warranty

In addition to statutory consumer guarantees, Madimack offers an extended warranty on its products as a voluntary manufacturer's warranty, providing additional benefits and support beyond the statutory consumer guarantees available under Australian Consumer Law. This extended warranty applies to products purchased through authorised channels as detailed below.

For the full extended warranty schedule applicable to each Madimack product, visit:
madimack.com/au/support/warranty/schedule

3.1 Eligibility

The Madimack Extended Warranty is a voluntary manufacturer's warranty offered only for products supplied through authorised Australian distribution channels. The extended warranty applies exclusively to products purchased through:

- A Madimack Authorised Dealer; or
- A Madimack Certified Online Dealer.

Products purchased through any other channel — including unauthorised resellers, private sales, or online marketplaces not certified by Madimack — are not eligible for the extended warranty. For clarity, this limitation applies only to the voluntary Madimack Extended Warranty and does not affect any non-excludable rights or remedies available under Australian Consumer Law.

3.2 Warranty Periods

The warranty period for each Madimack product is published on the Madimack website and may vary by product category. For the current warranty schedule by product, visit:

madimack.com/au/support/warranty/schedule

Where a product carries both a parts warranty and an onsite labour warranty, the applicable periods for each are listed separately in the warranty schedule. Where labour coverage applies, it is subject to the terms in section 3.3 below.

3.3 What the Extended Warranty Covers

To the extent permitted by applicable law, the Madimack Extended Warranty covers:

- Defects in materials and workmanship under normal use and conditions
- Parts replacement for covered defects within the applicable parts warranty period
- Onsite labour for covered repairs within the applicable labour warranty period, subject to the labour coverage terms below
- [Add any additional coverage specific to Madimack products]

Labour warranty coverage:

Where onsite labour is covered, the following conditions apply:

- Labour coverage applies for the period specified in the warranty schedule for the relevant product
- Coverage is available within metropolitan and regional service areas published by Madimack at the time the warranty claim is made — contact Madimack for details of current service areas
- Travel and call-out terms may apply for regional locations — details are available from Madimack on request
- Following expiry of the labour warranty period, parts coverage (where still applicable) continues but labour costs become the responsibility of the consumer
- [Insert any additional labour coverage terms specific to Madimack's service model]

Normal use and maintenance obligations:

The extended warranty applies to products used under normal conditions and maintained in accordance with Madimack's product documentation. For the avoidance of doubt, normal use includes compliance with the following:

- Installation by a licensed and qualified tradesperson, where required under applicable law, in accordance with Madimack's installation guidelines and all applicable Australian Standards
- Operation within the product's specified parameters, including water volume, flow rate, and temperature ranges
- Water chemistry maintained within the ranges specified in the applicable product manual current at the time of purchase — including but not limited to pH, chlorine, salt concentration, and total dissolved solids
- Routine maintenance carried out at the intervals specified in the product manual
- Use of Madimack-approved or compatible chemicals and replacement parts where specified
- [Insert any product-specific maintenance obligations — e.g., heat pump filter cleaning, chlorinator cell maintenance, pump basket clearing]

3.4 What the Extended Warranty Does Not Cover

To the extent permitted under applicable law, the Madimack Extended Warranty does not cover:

- Fair wear and tear
- Damage resulting from improper installation, misuse, neglect, or failure to follow Madimack's product instructions or installation guidelines
- Damage caused by use outside of the product's intended purpose or specified operating parameters
- Damage caused by unauthorised modification, repair, or use of non-approved parts or chemicals
- Consumable parts (e.g., filters, bulbs, seals, cell electrodes) unless the failure is directly attributable to a manufacturing defect
- Cosmetic damage that does not affect product function or performance
- Damage caused by failure to maintain water chemistry within the parameters specified in the product manual

- Damage caused by external events beyond Madimack's reasonable control, including but not limited to flooding, lightning, storms, fire, or abnormal power supply conditions
- [Add any additional product-specific exclusions]

Note: The exclusions above apply to the Madimack Extended Warranty only. They do not limit or exclude any rights or remedies the consumer may have under the Australian Consumer Law, which apply regardless of the terms of this warranty.

3.5 Warranty Registration

Warranty registration is recommended to assist Madimack in providing efficient warranty support, product updates, and safety communications. To register your product, visit: madimack.com/au/support/warranty/registration.

Important notice regarding registration

Failure to register does not void or reduce either the Madimack Extended Warranty or the consumer's rights under the Australian Consumer Law, provided satisfactory proof of purchase can be supplied.

4. Relationship Between Extended Warranty and Statutory Rights

The Madimack Extended Warranty provides additional benefits and support beyond the statutory consumer guarantees available under Australian Consumer Law. It does not replace or limit the consumer's statutory rights.

Where a consumer has rights under both the extended warranty and the ACL, the consumer may rely on whichever provides the greater benefit. Nothing in this warranty statement is intended to, or should be read as, excluding, restricting, or modifying any right or remedy the consumer has under the ACL or any other applicable law that cannot be excluded.

5. How to Make a Warranty Claim

5.1 Claim Procedure — Extended Warranty

To make a claim under the Madimack Extended Warranty:

- Contact Madimack using the details in Section 6 below, or contact the Authorised Dealer from whom the product was purchased
- Provide satisfactory proof of purchase confirming the product was purchased through an Authorised Dealer or Certified Online Dealer
- Provide a description of the defect or failure, including the product model, serial number, and date of purchase
- Madimack or its authorised service agent will assess the claim and advise on the outcome and next steps within a reasonable time
- Where the claim is accepted, Madimack will bear the cost of parts and labour (where applicable) within the relevant warranty period — the consumer is responsible for any costs not covered under these terms

To lodge a warranty claim or service request online, visit:
madimack.com/au/support/servicerequest/productcategory

5.2 Claim Procedure — ACL Consumer Guarantee Claims

If a product fails to meet a consumer guarantee under the ACL, consumers may contact either:

- The retailer or dealer from whom the product was purchased; or
- Madimack Pty Ltd directly as the manufacturer, using the contact details in Section 6 below

To submit a support or service request directly to Madimack, visit:
madimack.com/au/support/servicerequest/productcategory

6. Warranty Provider Details

The following details are provided in accordance with Regulation 90 of the Competition and Consumer Regulations 2010 (Cth).

Field	Details
Warranty provider	Madimack Pty Ltd
ABN	20 602 694 520
Registered address	TBC
Postal address	TBC
Phone	1300 899 737
Email	support@madimack.com
Warranty claim procedure	Contact Madimack by phone or email, or lodge a service request online at madimack.com/au/support/servicerequest/productcategory . Provide proof of purchase, product model, serial number, and description of the defect.
Cost of claim	Where a claim is accepted under the extended warranty, Madimack bears the cost of parts and applicable labour within the warranty period. The consumer may be responsible for costs not covered under the Madimack Extended Warranty, including labour costs after the labour warranty period expires, subject to any rights or remedies available under Australian Consumer Law.
Warranty period	As specified in the warranty schedule at madimack.com/au/support/warranty/schedule . Periods vary by product.
ACL statement	The benefits provided by this warranty are in addition to other rights and remedies of the consumer under the Australian Consumer Law and other applicable laws.

7. Quick Reference — Links

Purpose	Link
Extended warranty schedule	madimack.com/au/support/warranty/schedule

Purpose	Link
Lodge warranty registration after purchase	madimack.com/au/support/warranty/registration
Submit warranty claim or service request	madimack.com/au/support/servicerequest/productcategory

Legal disclaimer

This Master Warranty Statement has been prepared as a working draft and is intended as a starting point for legal review. Madimack Pty Ltd should obtain independent legal advice from a solicitor experienced in Australian Consumer Law, manufacturer warranties, and consumer product compliance before publishing or distributing this document or any warranty communications derived from it.