

Return of Goods / Requests for Credit

- No claim will be recognised unless made within 3 working days of receipt of goods.
- All returns and credits require approval from Clearpond NZ prior to return of goods.
- Restocking fees are as follows-
 - 4 – 7 days from invoice - applicable freight costs apply.
 - 8 plus days - 15% plus applicable freight costs.
 - 90 days or more - We will not accept any stock returns after 90 days.
- Pre-formed ponds, liner, underlay, hose and water treatments are non-returnable.
- A non-refundable deposit may apply to special import order items.
- Goods Returned must be freight pre paid.
- Goods returned must be in new and re-saleable condition, this includes no price tickets.

Warranty

In order to make a warranty claim, a proof of purchase is required by law. A completed warranty form is also required. (see next page)

All products under warranty are to be returned freight paid to Clearpond.

Liability is limited to the repair or replacement of product only

Clearpond reserves the right to repair under warranty. Replacement will be considered on all products under the following conditions:

- Usage period (under warranty period)
- Degree of damage.
- Approval of our technician.
- Credit will be considered if the product is:
 - 1 Saleable (must be a complete unit)
 - 2 Broken on arrival (claims to be made within 72 hours of delivery)
 3. Under warranty period but cannot be replaced or repaired

The following points will exclude a customer from making a warranty or credit claim

- Any electrical item that has been modified in any way. This includes shortening of electrical cables.
- Damaged items will be replaced if proved to be faulty from new
- Impellers, seals, bulbs, diaphragms and flapper valves are moving parts, and therefore cannot be claimed under the conditions of a warranty unless previously advised in writing.
- Calcium deposits within the unit.

Disclaimer

Whilst every care has been taken in the production of this catalogue/price list, Clearpond takes no responsibility for any errors or omissions, which may have occurred.

Service Charges.

Charges are applicable for items returned for service or where warranty is not applicable.

The following charges apply:

\$40 + GST minimum.

\$80 + GST per hour charged in half hour increments.

Replacement parts will be charged at retail. Return freight will be charged at cost.

We will provide an estimate of service charges prior to service.

All goods returned for warranty or service are to be freighted at owners cost.

Warranty Procedure

The following warranty procedure has been developed to ensure that all warranty claims are dealt with quickly and efficiently and with minimum inconvenience to you and your customers.

1. In the event of a warranty claim, please contact CLEARPOND NZ 0800 278 784. We will discuss with you the basic things that you should check for. Please also review the Warranty Check List at the back of this catalogue.
2. If the product is still defective & the customer can provide proof of purchase, send the product to Clearpond NZ, 194 Bush Road, Albany, Northshore for further inspection. Please note that:
 - The product **MUST** be returned, freight paid with a copy of the proof of purchase & a completed warranty request form.
3. All warranty claims are to be sent freight paid direct to Clearpond NZ Auckland.
4. Once inspection has been carried out we will assess the warranty claim and advise the result as soon as possible.
5. Clearpond will then return either a new replacement or the repaired item.

IMPORTANT: As part of these procedures please read the warranty terms & conditions in the Terms & Conditions section of this pricelist.

Adhering to this system will enable us to provide our best level of after sales service.

NOTE – CUTTING OF ELECTRICAL CABLES WILL VOID PRODUCT WARRANTY

PRODUCTS USED COMMERCIALY OR HIRED ARE NOT COVERED UNDER WARRANTY – eg PONDOVACS

A NOTE ON OUR WARRANTY PROCEDURE

The above procedure has been implemented so Clearpond can provide a quick and efficient turnaround of warranty products. The majority of our products are high value items and mistakes in the warranty procedure are costly. Clearpond reserves the right to repair under warranty and in most cases our products can be repaired without the need for full replacement.

Clearpond's warranty procedure ensures that the retailer is not out of pocket for mistakes made in replacing repairable products and that our pricing is not influenced by unsubstantiated warranty claims.

Clearpond is aware that some distributors instruct the retailer to fully replace products that are suspected of warranty claim. This procedure is only viable when the cost of replacement product is low value and not worth the cost of inspection and/or repair and therefore not suited to Clearpond's product range.

Warranty Claim Report

**Proof of purchase must be attached (photocopy etc)
for the warranty claim to be validated.**

Product Make: _____ Model: _____

Return Date: ____ / ____ / ____ Purchase Date: ____ / ____ / ____

Resellers Name: _____ Ph: _____

Resellers Address: _____

Email: _____ Contact Person: _____

End users Name: _____

End users Address: _____

End users Phone Nos: _____

Describe Product application: _____

Reason For Return / Fault: _____

Parts Replaced from Store: _____

OFFICE USE ONLY (CLEARPOND)

Date Rec'd: ____ / ____ / ____

Date Inspected: ____ / ____ / ____

Inspected by: _____

Proof of Purchase Sighted: Yes / No

Inspection Report: _____

Parts Replaced by Clearpond: _____

Date Returned: ____ / ____ / ____ Transport: _____

INVOICE No: _____

Warranty Check List

PUMPS

MARLIN & PONDMAX

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check strainer/intake is not blocked.
4. Check flow regulator is open. (Mako, Pondmax Only)
5. Check rotor for obstructions.
6. Remove and check rotor for damage.
7. Check rotor cavity in the motor for wear.
8. Check that bearings are in place.
9. Check O-ring is in place.
10. Rinse rotor and motor.
11. Re-assemble and test.
12. If the pump still does not work contact Clearpond for a Warranty number.

SOLAR

1. Check power cable for damage and correct length.
2. Check strainer/filter is not blocked.
3. Check rotor for obstructions.
4. Remove and check rotor for damage.
5. Check rotor cavity in the motor for wear.
6. Rinse rotor and motor.
7. Re-assemble and test.
8. Ensure panel is in absolute full sun (no clouds over sun, no shadows over panel).
9. Clean fountain kit of any debris in side it.
10. If the pump still does not work contact Clearpond for a Warranty number.

INFINITI 800 to 5000

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check strainer is not blocked.
4. Check rotor for obstructions.
5. Remove and check rotor for damage.
6. Check rotor cavity in the motor for wear.
7. Check bearings and bearing O-rings are in place.
8. Rinse rotor and motor.
9. Re-assemble and test.
10. If the pump still does not work contact Clearpond for a Warranty number.

OASE AQUAMAX CLASSIC 2500 TO 17500

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check intake / strainer is not blocked.
4. With power disconnected, check rotor for obstructions.
5. Remove and check rotor for damage.
6. Check rotor cavity in the motor for wear.
7. Check that bearing is in place.
8. Rinse rotor and motor
9. Re-assemble and test.
10. If the pump still does not work contact Clearpond for a Warranty number.

OASE AQUAMAX EXPERT 20000 - 44000

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check intake / strainer is not blocked.
4. With power disconnected, check rotor for obstructions by gently moving the rotor by inserting your finger into the inlet hole.
5. Undo 4 screws on rotor cover.
6. Remove rotor & clean, clear cavity also.
7. Rinse rotor and motor
8. Re-assemble and test.
9. If the pump still does not work contact Clearpond for a Warranty number.

OASE AQUAMAX PREMIUM 6000 LV & 12000 LV, 8000 CWS, 12000 ECO, 16000 ECO AND 20000 ECO

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check intake / strainer is not blocked, or diverter wrongly positioned
4. With power disconnected, check rotor for obstructions by gently moving the rotor by inserting a screwdriver down the water outlet.
5. Undo screws and remove cover.
6. Remove rotor and check for damage or obstruction.
7. Check rotor cavity in the motor for wear
8. Rinse rotor and motor.
9. Re-assemble and test.
10. If the pump still does not work contact Clearpond for a Warranty number

PUMPS

OASE AQUAMAX DRY 8000 & 14000

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check intake / strainer is not blocked.
4. With power disconnected, check rotor for obstructions by gently moving the rotor by inserting your finger into the inlet hole.
5. Undo 4 screws on rotor cover.
6. Remove rotor & clean, clear cavity also.
7. Rinse rotor and motor
8. Re-assemble and test.
9. If the pump still does not work contact Clearpond for a Warranty number

OASE AQUARIUS FOUNTAIN SET 1000 to 3500

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check intake / strainer is not blocked.
4. Check rotor for obstructions.
5. Remove and check rotor for damage.
6. Check rotor cavity in the motor for wear.
7. Check that rubber bearings are in place.
8. Check O-ring is in place.
9. Rinse rotor and motor.
10. Re-assemble and test.
11. If the pump still does not work contact Clearpond for a Warranty number.

OASE AQUARIUS UNIVERSAL ECO 3000 and 4000

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check intake / strainer is not blocked.
4. With power disconnected, check rotor for obstructions by gently moving the rotor by inserting a screwdriver down the water outlet.
5. Undo screws and remove cover.
6. Remove rotor and check for damage or obstruction.
7. Check rotor cavity in the motor for wear
8. Rinse rotor and motor.
9. Re-assemble and test.
10. If the pump still does not work contact Clearpond for a Warranty number.

OASE AQUARIUS UNIVESAL 21000- 44000

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check intake / strainer is not blocked.
4. With power disconnected, check rotor for obstructions by gently moving the rotor by inserting your finger into the inlet hole.
5. Undo 4 screws on rotor cover.
6. Remove rotor & Clean, clear cavity also.
7. Rinse rotor and motor
8. Re-assemble and test.
9. If the pump still does not work contact Clearpond for a Warranty number

OASE BIOPRESS 4000, 6000, 10000 - pump section

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check intake / strainer is not blocked.
4. Check rotor for obstructions.
5. Remove and check rotor for damage.
6. Check rotor cavity in the motor for wear.
7. Check that rubber bearings are in place.
8. Check O-ring is in place.
9. Rinse rotor and motor.
10. Re-assemble and test.
11. If the pump still does not work contact Clearpond for a Warranty number.

OASE AQUARIUS UNIVERSAL 6000, 9000 & 12000

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check intake / strainer is not blocked.
4. With power disconnected, check rotor for obstructions by turning rotor with a 3mm flat screwdriver placed into the slot in the center of the rotor shaft. Do not try to rotate by pushing on the rotor vanes.
5. Check condition of tamper proof screws.
6. Rinse rotor and motor.
7. Re-assemble and test.
8. If the pump still does not work contact Clearpond for a Warranty number

Warranty Check List

SKIMMERS

OASE SWIMSKIM 25

1. Depress the three removal points and separate the pump compartment from the skimmer compartment.
2. Remove pump and check as per OASE Aquarius' checklist

OASE SWIMSKIM CWS

1. Remove skimmer basket to expose pump compartment.
2. Undo 3 phillips head screws.
3. Remove pump and check as per OASE Aquarius' checklist
4. Check power cable for damage and correct length.
5. If plug has been changed, check it has been wired correctly.
6. Check intake / strainer is not blocked.
7. Check rotor for obstructions.
8. Remove and check rotor for damage.
9. Check rotor cavity in the motor for wear.
10. Check that rubber bearings are in place.
11. Check O-ring is in place.
12. Rinse rotor and motor.
13. Re-assemble and test.
14. If the pump still does not work contact Clearpond for a Warranty number.

AERATION

OASE AQUAOXY 500, 100, 2000 & 4800

1. Check airlines for damage & kinks.
2. Check airstones for blockages.
3. Check diaphragms for wear & replace if necessary.
4. Check for water ingress in pump & transformer.
5. If unit still does not work contact Clearpond for a Warranty number.

OASE BIOPRESS 4000, 6000, 10000 - filter section

1. Check what size pump is being used?
2. Check power cable for damage and correct length.
3. If plug has been changed, check it has been wired correctly.
4. Check for water inside quartz tube.
5. Remove clamp screw, it should not be tight.
6. Check O-ring is fitted correctly.
7. Check quartz tube for damage.
8. Check automatic cleaning for obstructions.
9. Remove bulb check for broken elements.
10. Re-assemble UVC.
11. Remove canister clamp.
12. Check O-ring is fitted correctly.
13. Check the 2 screws in the filter plate are tight.
14. Re-assemble and test.
15. If the filter / UVC still does not work contact Clearpond for a Warranty number

UV CLARIFIERS

OASE BITRON 36C - 110C & BITRON GRAVITY, BITRON ECO 120w, 180w & 240w

1. Check what size pump is being used?
2. Are the throttle handles set for the pump size?
3. Check power cable for damage and correct length.
4. If plug has been changed, check it has been wired correctly.
5. Check for water inside quartz tube.
6. Remove clamp screw, it should not be tight.
7. Check O-ring is fitted correctly.
8. Check quartz tube for damage.
9. Check automatic cleaning for obstructions.
10. Remove lamp and check for broken elements.
11. Re-assemble and test.
12. If the UVC still does not work contact Clearpond for a Warranty number

OASE VITRONIC 36

1. Check what size pump is being used.
3. Check power cable for damage and correct length.
4. If plug has been changed, check it has been wired correctly.
5. Open unit by dressing blue switch and gently twisting off head.
6. Check for water inside quartz tube.
7. Check screws have not been over tightened; sealing flange will be cracked near screw holes.
8. Check quartz sleeve for damage/breakage.
9. Undo screw and flange around quartz sleeve.
10. Check O-ring is fitted correctly.
11. Check quartz tube for damage.
12. Remove lamp and check for broken elements.
13. Re-assemble and test.
14. If the UVC still does not work contact Clearpond for a Warranty

FILTRATION

OASE BIOPRESS 4000, 6000, 10000 - filter section

1. Check what size pump is being used?
2. Check power cable for damage and correct length.
3. If plug has been changed, check it has been wired correctly.
4. Check for water inside quartz tube.
5. Remove clamp screw, it should not be tight.
6. Check O-ring is fitted correctly.
7. Check quartz tube for damage.
8. Check automatic cleaning for obstructions.
9. Remove bulb check for broken elements.
10. Re-assemble UVC.
11. Remove canister clamp.
12. Check O-ring is fitted correctly.
13. Check the 2 screws in the filter plate are tight.
14. Re-assemble and test.
15. If the filter / UVC still does not work contact Clearpond for a Warranty number.

OASE FILTOCLEAR 3000 to 30,000

1. Check what size pump is being used?
2. Check power cable for damage and correct length.
3. If plug has been changed, check it has been wired correctly.
4. Remove UVC by unscrewing 4 Phillips screws.
5. Check for water inside quartz tube.
6. Remove clamp screw, it should not be tight.
7. Check O-ring is fitted correctly.
8. Check quartz tube for damage.
9. Check automatic cleaning for obstructions.
10. Remove bulb check for broken elements.
11. Re-assemble UVC.
12. Remove canister clamp.
13. Check O-ring is fitted correctly.
14. Check the 2 screws in the filter plate are tight.
15. Re-assemble and test.
16. If the filter / UVC still does not work contact Clearpond for a Warranty number.

OASE FILTRAL 1500 - 9000

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Remove UV unit and pump from cage.
4. Remove and check pump as per Aquarius pump checklist.
5. Check UV as per Vitronic UV checklist.
6. Re-assemble and test.
7. If the Filtral still does not work contact Clearpond for a Warranty number.
10. Re-assemble UVC.
11. Remove canister clamp.
12. Check O-ring is fitted correctly.
13. Check the 2 screws in the filter plate are tight.
14. Re-assemble and test.
15. If the filter / UVC still does not work contact Clearpond for a Warranty number.

VACCUMS

- No warranty will be granted for commercial use or hire units

OASE PONDOVAC CLASSIC

1. Check power cable for damage and correct length.
 2. If plug has been changed, check it has been wired correctly.
 4. Make sure there is a slight incline with the discharge hose.
 5. Check head height when in operation, the base of the Pondovac must be slightly above water level.
 6. Re-assemble and test.
 7. If it still does not work contact Clearpond for a Warranty number.
 8. Make sure intake piece in canister is facing down.
 9. Inspect and clean float valve protector foam.
 10. Ensure float valve is moving freely.
 11. Check flapper is moving freely at the end of the discharge hose.
 12. Do not extend the discharge hose by anymore than its original length plus the length of an OASE Discharge Extension Kit.
- No warranty will be granted for shop use or hire units.

OASE PONDOVAC 4 + 5

1. Check power cable for damage and correct length.
2. If plug has been changed, check it has been wired correctly.
3. Check the discharge flap in base of canister is clear.
4. Make sure there is a slight incline with the discharge hose.
5. Check head height when in operation, the base of the Pondovac must be slightly above water level.
6. Check the suction hose is not blocked.
7. Check the intake flaps are clear.
8. Check the intake O-ring is seated correctly.
9. Check the O-ring on the inlet distributor is seated correctly.
10. Check the O-ring on the valve unit is seated correctly.
11. Check the float valves for ease of movement.
12. Check the foam filters are clean and in place.
13. Do not extend the discharge hose by anymore than its original length plus the length of an OASE Discharge Extension Kit.
14. Make sure intake suction fitting has the arrow pointed at 3 o'clock
15. Re-assemble and test.
16. If it still does not work contact Clearpond for a Warranty number