

Aussie UnderCover® - Maintenance Guide

Maintenance



- Wipe over all surfaces to remove water regularly.
- Spray surfaces of the gearbox/motor, handle, latch, hinges, and turning ends of the tube assembly, together with the gas strut ends and barrels, with Inox or similar (non water-based product) product every 3-4 months to ensure smooth movement and avoid surface corrosion, especially following periods of rain.
- When closing the lid ensure the handle is flush with the ground. Clean and spray as required.
- Check and tighten any loose screws.

If any surface rust or corrosion does appear, clean with a scouring pad removing any surface rust, and recoat with spray. The part will remain functional.

Roller Tube Assembly

The Roller Tube Assembly must be completely level and should roll freely. If it does not roll freely you may need to:

- adjust the position of the End Mount to ensure the Roller Tube Assembly is level, and/or
- It may also assist to add some packing behind the End Mount bracket if the roller tube is catching. This will make sure that both ends are sitting at right angles to the tube. As timber is a natural product it does not always provide a level surface

Pool Cover Strings/Ropes

There should be a gap (approx 5mm) between the timber/concrete on the lid and the edge around the Aussie UnderCover, which leaves plenty of room for the strings to move freely. They should also avoid crossing over any of the lid stops, if possible.

Hardwood decking

If using hardwood decking (eg merbau) as your lid cover material, ensure you seal the timber on all sides or wash it down thoroughly before installing on the lid as it will leach tanalith which may stain the aluminium of the lid frame and the pool cover.

Gas Struts Strut barrels must always be installed with the barrels facing down, as per picture, to protect the gas seal. Struts installed upside down are not covered under warranty.

If the lid frame does not close properly once the lid material is installed, you can lower the Inside Strut (this will reduce the lift) by approx 10mm:

- Support the lid frame. Remove the inside strut and brackets. Use the existing bottom drill hole for the top of the bracket and drill new holes for the bottom of each bracket.
- Reattach the gas strut. If this doesn't work, please call and we can reduce the strength of the strut.

If the lid frame is too heavy, contact us and we will supply reduced strength struts.

Motor

Clean/Wipe motor regularly as above and spray with Inox or DW40. The motor **MUST NOT** be submerged.

Remotes

Store out of the weather and replace batteries as necessary. Reprogram remotes if necessary (refer to Troubleshooting guide).

Heavy Rain

After periods of heavy rain, or if the system has not been used for a prolonged period, eg. over winter: Open the lid frame to air the system for a day and perform the general maintenance mentioned above.

Drainage

Your pit, deck, or other structure must have adequate drainage so no water sits or puddles. Please check after storms and complete maintenance.

NOTE: If you have purchased or installed this unit for someone else or a customer, please leave these instructions with them.



Warranty

Aussie UNDER COVER

Prorata Warranty

(back to base in Nowra NSW)

All parts must be maintained (refer to [Maintenance Guide](#) above).

- Gearbox and all other non-moving parts 5 years
- The transformer and motor assembly have a 5 year Limited warranty. The motor is IP64 weather resistant but is not covered for submersion, abuse, or lack of maintenance. Nor can it be directly exposed to hose pressure water.
- Remotes have a 1 year warranty and must be stored out of the weather.
- Gas Struts 2 years but must be maintained.
- Telescopic Roller Tube 5 years.

Please thoroughly review the [Maintenance Guide](#) above and request the **Troubleshooting Guide** prior to requesting warranty support. If you have used an installer or Dealer, please contact them first.

Parts repair or replacement as determined by Aussie UnderCover. If a fault can be identified remotely, we will send replacement parts, otherwise the affected part or unit must be returned for testing. Postage/freight costs must be paid by the customer. The warranty covers replacement parts and/or back to base repairs.

Exclusions

Subject to the Australian Consumer Law, the Warranty does not apply to any products sold as seconds, floor stock, repaired products or products that have a defect where this has been drawn to the customer's attention before the purchase of the product. In addition, the Warranty will not apply if:

1. Any part or product is affected by general cosmetic changes or discolouration.
2. Repairs to a product are made or attempted by a service provider other than one approved by Aussie UnderCover.
3. The product has not been used or maintained in accordance with the manufacturer's instructions ([Maintenance Guide](#)) as provided with the product or available on our website.
4. The product is damaged in transit. (A separate claim may be available through the transport company)
5. The customer uses or stored the product in an incorrect or abnormal manner for example if the product is abused, misused, dropped, crushed, impacted with any hard surface, or not maintained properly or used after partial failure.
6. The product has been modified in any way, incorrectly adjusted, or operated or used with inappropriate accessories.
7. The product is tampered with in any way.
8. The warranty does not cover the cost of electrical contractors and/or any labour commissioned by a customer.

Additional Exclusions – Custom Made Items

1. Aussie UnderCover will not refund or replace custom made products that have been incorrectly measured,
2. Or if you have simply changed your mind.

Pool Covers

Warranty claims on pool covers can be process by Aussie UnderCover but the warranty is the responsibility of the cover supplier. While we will assist where possible, claim assessments and outcomes are out of our control.

How to make a claim

To claim under a warranty or a consumer guarantee, you must notify Aussie UnderCover by email to sales@aussieundercover.com.au. You must include photos and/or video of the faulty product.

Before a claim will be processed, we require proof of purchase from you (the sales docket receipt or another acceptable form of proof of purchase).

If you are requested to return the product to Aussie UnderCover for inspection/repair, you must complete an RMA (Return Merchandise Authorisation) and you will need to arrange and pay for the transportation of the product to the address advised by Aussie UnderCover.

If Aussie UnderCover determines you do not have a valid claim, you must reimburse Aussie UnderCover for any transportation costs that Aussie UnderCover may have paid and any return transportation costs.

Aussie UnderCover will assess the product to determine the nature of the issue, whether you are entitled to a remedy, and in the case of a minor failure, the remedy will be made available to you. Any other repair or refund is at the sole discretion of Aussie UnderCover.

From time to time, we may determine it necessary to forward the product to a third party or a repair agent and liaise with them before approving a claim.

This warranty is non-transferable and is valid only for the original purchaser with proof of purchase.