



nexus POOLS

Fibreglass Pool Shell Handbook

"Live in the Moment. Stay for the Memory."

Contents

CONGRATULATIONS ON THE PURCHASE OF A NEXUS POOLS SHELL	1
FILL OUT AN ONLINE WARRANTY FORM IN ORDER TO HAVE A VALID LIFETIME NEXUS POOLS STRUCTURAL WARRANTY.	1
WARNING, NOTICE AND DISCLAIMER	2
THE FOLLOWING SECTIONS PROVIDE A STRICT WARNING, NOTICE AND DISCLAIMER TO ALL OWNERS AND USERS OF A NEXUS POOLS FIBREGLASS POOL SHELL	2
IMPORTANT INFORMATION: SAFETY FIRST	3
DROWNING	3
PARALYSIS	3
FIRES AND BURNS	3
ELECTRICAL SHOCK AND ELECTROCUTION	3
IMPORTANT INFORMATION: SAFETY TIPS TO PREVENT DROWNING	4
SAFETY GUIDELINES FOR USING YOUR NEXUS POOLS SWIMMING POOL	5
DIVING AND JUMPING GUIDELINES	5
POOL SLIDE GUIDELINES	5
OTHER SAFETY GUIDELINES	5
POOL FENCING	5
THE BASICS OF POOL OPERATION	6
POOL CHEMISTRY	8
WATER BALANCE	8
PH BALANCE	8
TOTAL ALKALINITY	9
THE RELATIONSHIP BETWEEN PH AND TOTAL ALKALINITY	9
CALCIUM	9
SANITISER	11
STABILISER	11
CHEMICAL ADDITIONS	12
DO NOT EMPTY YOUR SWIMMING POOL	12
STANDPIPE / SUMP TUBE	12
DRAINAGE	12
MODIFICATIONS / REPAIRS TO SWIMMING POOL	12
WINTERISING	13
FIBRE-REINFORCED COMPOSITE POOL – LIFETIME STRUCTURAL WARRANTY	14
1. LIFETIME STRUCTURAL LIMITED WARRANTY:	14
2. SPA LIMITED WARRANTIES	14
3 WATER FEATURE LIMITED WARRANTY.	14
4. EXCLUSIONS TO LIFETIME STRUCTURAL WARRANTY:	14
5. REQUIRED RETAIL PURCHASER ACTIONS UNDER LIMITED WARRANTY.	16
6. WARRANTY CLAIM	16
7. DISCLAIMERS	16
8. LIMITATIONS	17
9. TRANSFER OF WARRANTY	17
10. THIRD-PARTY PRODUCTS.	17
11. APPLICABLE LAW; JURISDICTION AND VENUE	17
MAINTAINENCE	18



Congratulations on the Purchase of a Nexus Pools Shell

FILL OUT AN ONLINE WARRANTY FORM IN ORDER TO HAVE A VALID LIFETIME NEXUS
POOLS STRUCTURAL WARRANTY.

All Nexus Pools fibreglass pool shells are manufactured under strict quality control conditions to provide high-quality finished products.

This Handbook contains important information that you should be aware of to protect and maintain your Nexus Pools swimming pool shell. Please read this Handbook and keep it in a safe place as a point of reference. If you maintain your Nexus Pools swimming pool shell correctly it will provide you with years of fun and enjoyment.

Explore Industries Australia Pty Ltd as trustee for Explore Industries Australia Unit Trust (hereafter referred to as "Explore Industries") offers the following limited warranty stated below. This Handbook outlines certain steps you must follow to make sure you are maintaining your Warranty (for details, please look at the Lifetime Structural Warranty in this Handbook).

You are required to fill out the Online Warranty Form for your Nexus Pools Lifetime Warranty to be valid. The form must be submitted within 6 months from receiving the email request. It is highly recommended to check your Junk Inbox approximately a month after the Nexus Pools shell has arrived. Once you have submitted the online form you will receive a confirmation email which indicates completion of your Warranty.

In the online form we have included a section for you to provide feedback or a recommendation about the company who installed your Nexus Pools swimming pool shell. We welcome all feedback and thank you for sharing your experience.

Our best wishes go out to you and your family as we hope your Nexus Pools swimming pool provides many years of family fun and entertainment.

Kindest Regards

The Team at Nexus Pools

WARNING, NOTICE AND DISCLAIMER

THE FOLLOWING SECTIONS PROVIDE A STRICT WARNING, NOTICE AND DISCLAIMER TO ALL OWNERS AND USERS OF A NEXUS POOLS FIBREGLASS POOL SHELL

- In no event shall the manufacturer or any entity affiliated with Explore Industries be held liable for damage to property, lost profits, injury, injury to goodwill and or any other special incidental or consequential damages resulting from advice or instructions contained in this Handbook.
- Always refer to the Owner Instructions provided to you by the supplier for the correct operating procedures of all pool equipment, supplies and the use of chemicals.

Nexus Pools provides the following notice and disclaimer to customers of the non-relationship between dealer and manufacturer hereinafter referred to as "Nexus Pools":

- This notice and disclaimer are made to all retail customers and buyers of products manufactured by Nexus Pools. You are by this notice advised that independent Dealers and Dealerships sell products manufactured by Nexus Pools.
- The Nexus Pools Dealer network have exclusive rights to be able to use the Nexus Pools name. However, please note that each Dealer is an independently owned business, which is completely separate from the manufacturer of the Nexus Pools swimming pool shell range. Please note this also means each Dealer is not a franchisee of Nexus Pools either. Each Dealer is an independent contractor, and no Dealer is an owner, agent (in fact or law), or employee of Nexus Pools, the manufacturer.
- Explore Industries, the manufacturer, hereby disclaims any liability for any intentional or negligent act by any Nexus Pools Dealer or Dealership or any damage to any Nexus Pools caused by an act of any Dealer or Dealership. Explore Industries will not be responsible or liable for any damages caused by any Dealer or Dealership.
- As part of your pool package purchase from your Dealer, you may have also purchased other pool products such as pool equipment, pool covers etc. Explore Industries does not manufacture these products, and only manufactures the pool shell itself. Please refer to the warranty and/or user guides of the pool equipment manufacturers for more information regarding these products and/or their contact information.
- Explore Industries, as the manufacturer, offers a separate warranty to all customers and buyers of Nexus Pools. That warranty offered by Nexus Pools, the manufacturer, is separate and apart from other or additional warranty or guarantee offered by any Dealer or Dealership.
- Any statement in any advertisement, literature, brochure, or website should not be interpreted or construed to expressly or impliedly create any relationship between Explore Industries, Nexus Pools and any Dealer or Dealership contrary to this notice and disclaimer.

IMPORTANT INFORMATION: SAFETY FIRST

Minor or serious injury and death can result from unsafe use of pools, pool equipment and associated products.

The following are examples:

DROWNING

Drowning is a major cause of deaths each year. The water depth of any pool is enough for drowning to occur. Drowning is a serious risk and should be given the full attention of the owner of the swimming pool to ensure that suitable safeguards are put in place to prevent this serious risk of death from occurring.

PARALYSIS

Diving or sliding, alcohol consumption, horseplay, or roughhousing in and around swimming pools may lead to serious neck and spinal injuries including paralysis, in the form of quadriplegia or paraplegia. Inform family and guests who will use your pool of the safety rules you have established.

FIRES AND BURNS

The chemicals needed to maintain your water chemistry are potentially harmful when stored or used improperly. If mixed with other chemicals, explosion and fire can occur. Read the labels on the chemical containers and follow manufacturers' instructions. Always store chemicals out of the reach of children.

ELECTRICAL SHOCK AND ELECTROCUTION

Water is an excellent conductor of electricity. Electrical shock or electrocution can occur in a pool if live electrical current flowing through appliances encounters water.

IMPORTANT: Establish safety rules for the use of your swimming pool and enforce them. Help ensure your family and guests are not victims of any of these unfortunate accidents.

IMPORTANT INFORMATION: SAFETY TIPS TO PREVENT DROWNING

The following is a list of Safety Tips to help in preventing a drowning. Please also refer to various Government and Association websites that provide extensive information on safety tips to prevent drowning.

- Ensure your pool complies with all relevant laws and regulations.
- Always watch your children and never leave them unattended.
- Do not allow anyone of any age to swim alone no matter how experienced they are as swimmers. Accidents can occur in a swimming pool and even the most experienced swimmers are at risk of drowning.
- Always have a phone close by, as it will provide quicker access to a medical facility in case of an emergency.
- If a child is missing, check the pool first as every second can count.
- Share safety instructions with family, friends and neighbours.
- Learn to swim and teach your children and other family members how to swim.
- Know how to perform CPR on children and adults.
- Understand the basics of life-saving so that you can assist in a pool emergency.
- Install a swimming pool compliant fence around the perimeter of the pool and/or spa.
- Use self-closing and self-latching gates on the fence.
- Install a door alarm from the house to the pool area.
- Make certain that all doors leading from the house to the pool area have a self-closing and/or self-latching mechanism above the reach of small children to protect against all unauthorised entry and use.
- Maintain pool and spa covers in working order.
- Ensure the pool and spa you use have compliant drain covers.
- Have life-saving equipment such as life rings or reaching poles available for use.
- Do not rely on plastic inner tubes, inflatable armbands, or other toys to prevent drowning accidents.
- When the pool is not in use, the pool owner is responsible for safeguarding the pool.

SAFETY GUIDELINES FOR USING YOUR NEXUS POOLS SWIMMING POOL

DIVING AND JUMPING GUIDELINES

Nexus Pools swimming pool and spa shells are not designed as diving pools or pools to jump into. This means that each Nexus Pools swimming pool is not designed for users to dive or jump into. Instead, pre-moulded steps are designed into all swimming pools to enable access both in and out of the swimming pool.

Nexus Pools are designated as a non-diving or jumping pool and therefore no diving or jumping of any type should be performed in any Nexus Pools swimming pool or spa. Diving or jumping into the pool could result in serious injury, paralysis or death.

POOL SLIDE GUIDELINES

Nexus Pools swimming pools and spas are not designed for pool slides. This means that each Nexus Pools swimming pool is not designed for the installation and use of a pool slide. Installing a slide into a Nexus Pools swimming pool could result in serious injury, paralysis or death.

OTHER SAFETY GUIDELINES

- Uses of alcohol or drugs do not mix with swimming pool activities and could result in serious injury or death.
- Never allow anyone to use the swimming pool under the influence of alcohol or drugs.
- Have a complete first aid kit at the swimming pool and be able to understand how to properly use its' contents.
- Post a list of emergency telephone numbers by the phone nearest to the swimming pool. The list should include the names and telephone numbers of the nearest physician, ambulance service, hospital, police and fire or rescue unit.
- At a minimum, one responsible person should be trained in artificial respiration and or cardiopulmonary resuscitation (CPR).

POOL FENCING

It is critical for everyone's safety that you are aware of your legal obligations in terms of fencing your swimming pool. In many jurisdictions, no water may go into a pool until it is properly fenced.

There are strict laws in relation to the fencing of swimming pools. It is critical that you investigate with your local Council or Authority regarding the fencing laws that apply to your location.

THE BASICS OF POOL OPERATION

Your Nexus Pools swimming pool (also known as a Fibre-Reinforced Composite Pool) will have a skimmer located on the side of the pool. The skimmer is the point at which water is drawn from the pool by the pump and is key to proper circulation. The skimmer is designed to trap floating debris from the water surface in a basket. The basket can be removed from the skimmer and emptied.

The skimmer basket will also trap debris that is vacuumed from the floor of the pool by a manual cleaning vacuum or some automatic pool cleaners. A plate is inserted into the skimmer over the basket to create a suction point for the manual cleaning vacuum or some automatic pool cleaners. You should check the skimmer basket regularly and empty debris from it, so as not to impede the operation of the pump.

Once through the skimmer, the water travels along the suction line to the pump itself. At this point, there is a basket built into the pump to trap any debris that managed to get through the skimmer basket. This is called the hair and lint basket and is designed to trap finer particles of debris. Again, this basket is removable and should be cleaned regularly. Please refer to the Pump Operation Manual for specific operation and maintenance instructions.

Water then passes into the filter for the filtration and removal of even finer particles from the water. Filters are generally sand type filters or cartridge type filters. Most filters have a pressure gauge built into the filter that will tell you when to clean the filter. The more clogged the filter becomes the higher the pressure will become, and this is normally indicated on the pressure gauge.

To clean a sand filter, simply turn off the pump and position the handle at the top of the filter to the backwash position. Turn the pump on and you will see the dirty water rushing out through the backwash line. Most filters have a sight glass where you can view this happening. Normally, backwashing for 3-4 minutes is sufficient. Turn the pump off and move the handle to rinse and run the pump for about 20 seconds. Again, turn the pump off and return the handle to the original filter position and turn the pump on again. Please don't wander off while you're backwashing because the water could quickly drop below the level of the skimmer box and run the pump dry. Please refer to the Manufacturer's Operation Manual for specific operation and maintenance instructions.

To clean a cartridge filter, the filter must be removed from its housing to clean it. Usually this requires undoing a clamp from the top of the filter and removing the lid. You can then extract the cartridge filter for cleaning. A hose is all you need to wash away the debris that is trapped in the folds of the cartridge filter. Sometimes it helps to slightly open the folds in the cartridge with your fingers to get the hose right in to thoroughly clean the cartridge. The pump must be off through the entire procedure. Once the cartridge filter is clean, re-assemble the cartridge filter and replace the lid and clamp. There will be some trapped air inside the filter housing. This can be expelled by opening an air bleed on the top of the lid. Turn the pump on and the air will hiss out of the air bleed. Continue until water spurts out and when this happens, tighten up the air bleed. You're back in business. Please refer to the Manufacturer's Operation Manual for specific operation and maintenance instructions.

The clean filtered water will now return to the pool via the return line, but first it will normally be sanitised. One of the most common systems is a salt chlorinator. The salt chlorinator cell is installed in the return line and produces chlorine from the salt water by means of electrolysis. Please refer to the Manufacturer's Operation Manual for specific operation and maintenance instructions. Other sanitising systems are also available. Please refer to these specific Manuals for operation and maintenance instructions.

The clean filtered sanitised water is now on the way back to the pool via the return line. The return line is usually divided, at this point, into the water returns to the pool via several return jets. It's a good idea to have one of these jets adjusted to move surface water toward the skimmer and one adjusted toward the floor to move any debris on the floor. Thus, the cycle is complete and if you run your filtration system the correct amount of time according to the size of the pool, usage and temperature conditions, you should have very few problems.

POOL CHEMISTRY

It is important to be aware that untreated or improperly treated pool water can be a health threat that could cause serious injury or death. Chemically balanced and sanitised water, on the other hand, will provide a healthy and visually appealing environment for you, your family and friends.

Pool water can be contaminated with algae and bacteria from a variety of sources, including wind, top-up water and swimmers. Controlling these influences is an ongoing requirement and involves:

- Chemically balancing the water to ensure it is neutral for swimmers, the Nexus Pools swimming pool itself and pool equipment;
- Sanitising the water to oxidise contaminants;
- Filtering the water to remove oxidised contaminants;
- Regular testing and balancing your water to ensure that all acceptable levels are being maintained.

WATER BALANCE

Your Nexus Pools swimming pool is a water container and the water it contains must be suitable for:

- Swimmers and pool users;
- Nexus Pools swimming pool.

Balanced water means that its chemical demands have been met. If the chemical levels are too low, the water will aggressively seek the products it needs by attacking and damaging the pool surface and equipment.

At the other end of the scale, high chemical levels will precipitate from the water and damage the pool surface and equipment. Out of balance water can, therefore, cause expensive damage to your Nexus Pools swimming pool and equipment and may also inhibit the sanitation process. In simple terms, a scientific water balance program suggests that you should balance the following variables:

- pH
- Total Alkalinity
- Calcium Hardness

pH BALANCE

pH is a measure of how acidic or alkaline the water is. The pH scale ranges from 0 to 14, with 7 being neutral. Values below 7 are acidic and values above 7 are alkaline.

With pool water, we are seeking a pH balance suitable to the pool users, the Nexus Pools swimming pool shell and the sanitiser used. Nexus Pools strictly recommends a pH level of between 7.2 and 7.4.

Topping up your pool, heavy rain, heavy bathing loads and chemical additions can all change the pH level of your pool water. pH must be kept within the operating range because if it is too high or too low it may:

- Create swimmer discomfort;
- Interfere with the sterilisation action of your pool sanitiser;
- Damage your Nexus Pools swimming pool.

Regardless of the chlorine type or chlorinator process you use, any pH drift above 7.2 to 7.4 will inhibit the sanitising effect of your chlorine and damage your Nexus Pools swimming pool. In that regard, to maintain your Lifetime Structural Warranty on your Nexus Pools swimming pool, you must maintain a pH level of 7.2 to 7.4. You must keep a monthly written record of the levels in the pool to ensure you do not invalidate your Lifetime Structural Warranty.

TOTAL ALKALINITY

This is a measure of bicarbonates, carbonates and hydroxides in your water. The recommended range is 80 to 120 parts per million with 100 parts per million being ideal. In that regard, to maintain your Lifetime Structural Warranty on your Nexus Pools swimming pool, you must maintain the total alkalinity between 80 to 120 parts per million. You must keep a monthly written record of the levels in the pool to ensure you do not invalidate your Lifetime Structural Warranty.

Lower total alkalinity will lead to the water attacking the walls of the Nexus Pools swimming pool. Low levels will also cause the pH levels to be very unstable with small additions of chemicals resulting in major shifts in the pH values. Your total alkalinity can be changed in the following ways:

- Adding buffer to your pool water to raise the total alkalinity;
- Adding acid to your pool water to lower pH and will also lower total alkalinity;
- Adding water to your pool will change the total alkalinity depending upon the total alkalinity of the top-up water.

THE RELATIONSHIP BETWEEN pH AND TOTAL ALKALINITY

Adding acid to a pool will lower the pH and Total Alkalinity. There is a relationship between these two chemical components and because of this; they need to be adjusted together. The levels you are seeking to maintain are:

- pH 7.2 to 7.4
- Total Alkalinity between 80 to 120 part per million
(Note: The required levels stated are for standard salt water pools only and not for pools containing magnesium salt. Unlike a standard salt water pool, the magnesium salts will show up in a total calcium test. In a pool running magnesium salts you could easily find 70% of the total hardness attributed to the magnesium salts rather than the calcium. Allowance must be made for this when taking total hardness readings in pools running mineral salts which include magnesium).

Let's have a look at the relationship. Assume that the pH is ok but the total alkalinity is low. To raise the level, add "Buffer" (sodium bicarbonate) at the required rate. However, buffer is an alkali and will also raise the pH level. Acid, which is used to lower pH, also lowers total alkalinity. The trick is, therefore, to raise the total alkalinity artificially high so that when the acid is added, to lower the pH to the correct range, the total alkalinity is also reduced to the correct range.

Two acid types are used to lower pH. One is Hydrochloric Acid and the other is Sodium Bisulphate. Both will effectively lower the pH and total alkalinity. If using Hydrochloric Acid to lower pH, it is vital that it be diluted (one part of acid to ten parts of water) prior to adding to the pool. Note that the filter should be running during addition and at least for one hour afterwards to ensure adequate mixing. No other types of acid should ever be used for pH or total alkalinity adjustment.

CALCIUM

Calcium naturally occurs in water. Different areas of the Country have higher and lower levels of calcium in the water. The higher the calcium concentration in the water, the more prone the pool is

to calcium leeching. When the pH is maintained between 7.2 and 7.4 the calcium is balanced in the water.

Calcium levels should be maintained between 80 – 120 parts per million.

If your swimming pool uses mineral salts including magnesium please advise your pool shop when checking the pool hardness levels. A pool shop testing a sample of your pool water for total hardness will measure both magnesium and calcium present in the water as both of these come from the same family in chemical terms. This will result in far higher readings than expected. Please ensure the pool shop runs the test for calcium hardness as opposed to total hardness.

When the pH rises above 7.4, calcium begins to leech out of the water and cling to the swimming pool surface. The higher the pH is allowed to go, the more pronounced the calcification can become. Obviously, the problem occurs more often in areas with higher natural concentrations of calcium in the water (also known as hard water).

All that is required for calcium to fall out of solution creating a layer of scale is a pH of 7.5 or higher and calcium hardness over 150ppm. The higher the levels, the more pronounced the problem will be. The current guidelines being used for adding calcium to water are based on concrete pool guidelines. There should really be no reason why you should add Calcium Chloride to your water for a Nexus Pools swimming pool.

If a swimming pool is exposed to high pH levels, then an inconsistent discolouration below the waterline can occur. This whitening is due to calcium leeching from the pool water and clinging to the walls, steps and floor of the pool. It can be seen as a streak or solid area and is especially noticeable when the water level is lowered and the calcium dries.

If the swimming pool is exposed to high pH levels and a discolouration starts to occur, the problem can be treated in the early stage, say 1 to 3 months, with a chemical solution. First, the pH must be lowered to 6.5. Then treat the swimming pool with Muriatic Acid and or calcium treatments available at your local pool supply store. Muriatic Acid refers to a technical grade of Hydrochloric Acid (HCl).

If the pool is equipped with a heater, heat pump etc. a bypass should be installed to isolate the unit(s) during the treatment to not damage the exchangers. Any other items that may be damaged from an extended low pH environment should also be removed or isolated. Once the problem is controlled, restore the pH to 7.2 to 7.4 and be sure to maintain it between these levels so the problem does not re-appear.

If the swimming pool is maintained with very high pH over a period of time, longer than 3 months then the problem can turn severe. The calcium begins to combine with the pool chlorine producing a chemical salt known as Calcium Chloride.

This is shown as CaCl_2 and is the combination of calcium and chlorine. This salt attaches itself to the pool surface and causes the surface to appear significantly lighter especially when dehydrated. In advanced cases the Calcium Chloride is so bad that the pool even when hydrated (full of water) still shows the whitening.

If the pool has advanced Calcium Chloride but the gel coat returns to normal when hydrated, then the pool can be treated using a chemical solution outlined above. It will take up to 6 months to allow the treatment to totally dissolve the Calcium Chloride, so it is best done over winter months. The pool will become more acidic, so it is not recommended for swimming.

If the gel coat has severe damage by the salt (Calcium Chloride) and it is visible when hydrated, then the solution is to remove the salt from the surface of the pool. To date, we have not been able to identify a chemical solution for the salt removal. As a result, the surface needs to be buffed and polished to firstly remove the salt build up and then to restore the lustre of the pool surface. It is however very important that you speak with your builder before draining the pool (*see the section below on Not Emptying Your Swimming Pool*).

Please note that some areas of the country have inherently high naturally occurring calcium levels. In these areas, we would suggest that you incorporate a stain and scale treatment as a part of general maintenance.

Make sure to discuss this with your water care professional for the suggestion of type.

SANITISER

Chlorine is the most used water sanitiser in the world. There are many forms of this highly effective product, including:

- Granular Chlorine (Calcium Hypochlorite) – Granular Chlorine can raise calcium levels (see above);
- Liquid Chlorine (Sodium hypochlorite);
- Stabilised chlorine (chlorine in two forms “dichlor” granular chlorine approximately 60% active and “trichlor” slow dissolving tablets approximately 90% active);
- Saltwater chlorinators – these units produce chlorine through electrolysis of salt in the pool water.

Whatever form of chlorine you use, for it to work requires the pH to be in the correct range and sufficient quantities of chlorine. It is recommended that free chlorine levels are maintained between 1 to 2 parts per million. Chlorine levels should not exceed 5 parts per million as this can damage the Nexus Pools swimming pool.

To check Free Available Chlorine, use a DPD test kit.

STABILISER

Ultra-violet light attacks chlorine. Stabilising pool water involves adding the chemical Cyanuric Acid to reduce the amount of chlorine destroyed by sunlight. Up to 5 parts per million of free available chlorine can be destroyed in three hours in strong sunlight.

For health and financial reasons, it is important to overcome this effect as much as possible. Stabilising the water is strongly recommended in all outdoor pools. For the initial stabilising of a new pool, Cyanuric Acid should be added to achieve the recommended level of 30 to 50 parts per million.

Stabiliser is lost through splash out and backwashing of the filter, and so will need to be replaced, especially during the swimming season. To do this it is necessary to first test for residual levels in the water. A water professional will be able to test the water in your pool and tell you how much stabiliser to add.

As you only need stabiliser in warmer months, adjust the level at the beginning of the swimming season and check it every few months during the season. Of course, if you have to pump out water or lose a lot through splash out and backwashing, more frequent testing and adjusting will be required.

CHEMICAL ADDITIONS

As a general rule, you are far better off adding small amounts of chemicals, running the filter and testing the effect after several hours. Attempting large chemical changes by adding large amounts of chemicals can result in big problems.

WHEN ADDING OR DILUTING CHEMICALS TO THE POOL, ALWAYS REMEMBER TO NEVER MIX CHEMICALS WITH ANY OTHER CHEMICAL. ALWAYS ADD CHEMICALS TO WATER – NEVER WATER TO CHEMICALS.

EXPLOSIONS HAVE BEEN KNOWN TO OCCUR RESULTING IN INJURY OR DEATH.

DO NOT EMPTY YOUR SWIMMING POOL

It is critical that you do not empty your swimming pool or lower the level of the swimming pool water below the skimmer box; to do so will void your Lifetime Structural Warranty.

Nexus Pools swimming pools are designed to be a membrane in the ground between the earth and the water. To remove the support of either, the earth or part of the water will place enormous strain on the structural integrity of the Nexus Pools swimming pool resulting in possible damage to the structure of the shell.

Emptying or lowering the water below the skimmer box should only be done under the supervision of your pool builder. If in doubt, contact the manufacturer, Explore Industries for advice.

If you empty your Nexus Pools swimming pool without the supervision of a Explore Industries manufacturing representative and damage occurs, your swimming pool will not be covered by the Nexus Pools Warranty.

STANDPIPE / SUMP TUBE

Your Nexus Pools swimming pool may have been installed with a standpipe/sump tube. This is a pipe that travels to the bottom of the Nexus Pools swimming pool shell and enables you to measure the height of any underground water. The standpipe/sump tube will also enable you to use a pump to remove water around the pool shell should there be a build-up of groundwater around the pool.

Excessive groundwater around your swimming pool may cause structural damage to your Nexus Pools swimming pool that will not be covered by the Nexus Pools Warranty.

DRAINAGE

It is important that when you are installing your swimming pool and undertaking any landscaping work that you keep in mind the drainage of surface water. You must ensure that surface water does not run towards your swimming pool but rather away from the swimming pool. You must install enough drainage to keep the area around your swimming pool free of heavy surface and sub-surface water.

Excessive water around your swimming pool may cause structural damage to your Nexus Pools swimming pool that will not be covered by the Nexus Pools Warranty.

MODIFICATIONS / REPAIRS TO SWIMMING POOL

Nexus Pools swimming pools are relatively simple to repair should any damage occur.

A certified Explore Industries Technician can only undertake repairs on a Nexus Pools swimming pool. Should you have any repair issues please contact your Nexus Pools Dealer directly. To have repairs

undertaken by someone not authorised by Explore Industries may void your Lifetime Structural Warranty. Please note that all warranty claims must be received in writing and accompanied by supporting information including pictures.

WINTERISING

In some regions, it is perfectly okay to leave your pool running all year long.

In colder climates, winterising your pool is highly recommended. To ensure proper winterising, you must first make sure that any rainwater naturally drains away from your pool. Then a regimen using skimmer plugs and return plugs with a combination of blowing out the lines is used. Please follow your Nexus Pools Dealer recommendation for winterisation. This will vary due to climate.



FIBRE-REINFORCED COMPOSITE POOL - LIFETIME STRUCTURAL WARRANTY

Explore Industries Australia Pty Ltd as trustee for Explore Industries Australia Unit Trust or its applicable affiliate (hereafter referred to as "Explore Industries") is the manufacturer of Nexus Pools products including Nexus Pool Fibre-Reinforced Composite Pool, Nexus Pool Spas and Nexus Pools Water features (the "Product" or "Products"). Explore Industries hereby warrants its Nexus Pools Products only upon this express limited warranty to the original Retail Purchaser only on the following terms:

1. LIFETIME STRUCTURAL LIMITED WARRANTY:

Subject to the exclusions and conditions listed herein, Explore Industries warrants the structural soundness of its Fibre-Reinforced Composite Pool (the "Pool") against water loss caused by (a) defects in manufacturing workmanship and materials or (b) osmosis for the lifetime of the Retail Purchaser of the Pool so long as the Pool is owned by the Retail Purchaser (the "Pool Structural Limited Warranty").

Lifetime is defined to mean not less than 35 years.

2. SPA LIMITED WARRANTIES

Subject to the exclusions and conditions listed herein, Explore Industries warrants the structural soundness of its Fibre-Reinforced Composite Spa (the "Spa") against water loss caused by defects in manufacturing workmanship and materials for a period beginning on the date the Spa is delivered to the Retail Purchaser (the "Spa Delivery Date") and ending on the date that is five (5) years from the Spa Delivery Date so long as the Retail Purchaser owns the Spa (the "Spa Structural Limited Warranty").

3 WATER FEATURE LIMITED WARRANTY.

Subject to the exclusions and conditions listed herein, Explore Industries warrants its water feature enclosures (each, a "Water Feature") against defects in manufacturing workmanship and materials for a period beginning on the date the Water Feature is delivered to the Retail Purchaser (the "Water Feature Delivery Date") and ending on the date that is twelve (12) months from the Water Feature Delivery Date so long as the Retail Purchaser owns the Water Feature (the "Water Feature Structural Limited Warranty").

4. EXCLUSIONS TO LIFETIME STRUCTURAL WARRANTY:

The Limited Warranty shall not apply in connection with any of the following:

- a. failure to complete any of the Retail Purchaser Limited Warranty Actions listed in Section 5.
- b. the Product is damaged or altered as a result of acts of nature including but not limited to earthquake, ground movement, storm or flood, inadequate site drainage, excessive hydrostatic pressure, ground water, underground springs, underground obstructions, tree roots, heavy water flow into the Product.
- c. the Product is not installed in accordance with Nexus Pools Installation Manual (refer to Nexus Pools for the Installation Manual for installation requirements).
- d. the Product is not installed level.

- e. the Product is not installed in accordance with Nexus Pools engineer's specification.
- f. the Product is not installed by an authorised Nexus Pools Dealer.
- g. the Product has been subject to any alteration, neglect, misuse, or abuse.
- h. the Product (other than a Water feature) is emptied to a level less than the skimmer box or by more than 30% of the water capacity of the pool (whichever is the lesser) without the written approval of Explore Industries.
- i. the Product (other than a Water feature) is allowed to overflow with water.
- j. the Product (other than a Water feature) if the water is heated for more than 24 hours above 38° Celsius.
- k. the customer does not comply with the Nexus Pools Handbook.
- l. the customer does not keep a monthly written record of the Chlorine, Free Chlorine, pH, Total Alkalinity and Calcium Hardness (calcium hardness is to be tested by a pool shop every 6 months) levels of the water.
- m. the customer fails to keep the pH level of the water between 7.2 and 7.4, total alkalinity of the water between 80 to 120 parts per million, and/or the free chlorine level between 1 and 3 parts per million.
- n. the water chemistry in the Product (other than a Water feature) is allowed to get outside of standard operating water conditions causing damage to the surface of the Product.
- o. the customer does not notify Explore Industries or a Nexus Pools Dealer in writing within 7 days of becoming aware of a potential structural warranty claim.
- p. the customer does not provide Explore Industries or its agents or sub-contractors access to the Fibre-Reinforced Composite Pool during normal business hours.
- q. water loss due to failure of pipe fittings, inlet fittings, outlet fittings, solar connections, manifold, skimmer, hydrostatic valve relief, light fittings or anything connected to the Product.
- r. the coping (top edge around the perimeter), which is not considered part of any Product for Limited Warranty purposes and which Nexus Pools recommends be covered with concrete, pavers, tiles, or other suitable covering subject to applicable conditions.
- s. any equipment used in connection with the Product or any other accessories or surrounds, including without limitation waterfalls or fountains and decks, concrete, wood, masonry, or other surrounds.
- t. damages sustained during or as a result of loading, transporting or unloading by the Retail Purchaser or a third party.
- u. any damage caused by any goods or components not manufactured by Explore Industries or its affiliates.
- v. any damage to a Water Feature caused or contributed to by standing on or jumping off the Water Feature; or
- w. any damage to a Water Feature caused or contributed to by the adhesion of tiles, cladding or any other product to the Water Feature.

5. REQUIRED RETAIL PURCHASER ACTIONS UNDER LIMITED WARRANTY.

To obtain Limited Warranty services, the Retail Purchaser must:

- (i) have registered the applicable Limited Warranty online at <https://nexuspools.com.au/warranty-form> prior to any Limited Warranty services and within six (6) months of delivery of the applicable Product.
- (ii) notify Explore Industries in writing within seven (7) days of becoming aware of a potential Limited Warranty claim.
- (iii) provide Explore Industries and/or its affiliates, agents or subcontractors a reasonable opportunity to inspect the Product and the installation or use thereof and records kept in connection therewith; and
- (iv) have paid Explore Industries or the Nexus Pools Dealer the full Purchase Price owing under the pool installation contract (collectively, the "**Retail Purchaser Limited Warranty Actions**"). The Explore Industries mailing address, warranty department and address and warranty telephone number for purposes of the foregoing are as follows:

Explore Industries Warranty
Department
6 Computer Rd,
Yatala, Qld, 4207

6. WARRANTY CLAIM

Explore Industries in its sole discretion will determine if the alleged warranty claim is due to or from a defect in workmanship or materials or alternatively whether the warranty claim is because of the actions or non-action by the installer, customer, or some other cause.

If Explore Industries determines that the warranty claim is because of defects in workmanship or materials Explore Industries reserves the right to repair or replace the Fibre-Reinforced Composite Pool. In the event Explore Industries chooses to replace the Fibre-Reinforced Composite Pool this limited warranty does not include the costs of removal or installation of the replacement Fibre-Reinforced Composite Pool including travel, accommodation, loss of time or use of the Product, inconvenience, and damage to property.

In the event Explore Industries chooses to repair the Fibre-Reinforced Composite Pool, it will repair it so that it can retain water. Any warranty repairs may require modification to the Fibre-Reinforced Composite Pool or texture of the Fibre-Reinforced Composite Pool and may be visible and/or not exactly match the existing Product.

7. DISCLAIMERS

Explore Industries shall in no event be liable for any personal injury, property damage, direct, indirect, special, incidental, or consequential damage or losses of any kind or nature arising from or related to the performance or supply of the Fibre-Reinforced Composite Pool. The liability of Explore Industries under this warranty shall not exceed the original amount paid for the Fibre-Reinforced Composite Pool.

8. LIMITATIONS

This limited warranty takes the place of all other warranties, express or implied, warranties of merchantable quality and fitness for any particular purpose. All previous representations, understandings, and warranties in respect of the Fibre- Reinforced Composite Pool are superseded by this limited warranty and are of no effect. The limited warranty is to be interpreted in accordance with the laws of Queensland Australia.

9. TRANSFER OF WARRANTY

Explore Industries will authorise the transfer of the Warranty within 5 years of the original purchase of the Fibre-Reinforced Composite Pool. In order to validly transfer the Warranty, Explore Industries is to be notified in writing of the change of ownership of the swimming pool and be provided with the new owner's name, address, telephone and e-mail details. A valid transfer will not occur until the new owner receives from Explore Industries a New Nexus Pools Swimming Pool Handbook and Warranty. The transfer must occur within 1 month of the change of ownership of the swimming pool.

10. THIRD-PARTY PRODUCTS.

Neither Explore Industries nor its affiliates shall have any warranty or other obligations with respect to goods or materials manufactured by third parties, and the warranty (if any) of the respective third-party manufacturer will instead apply. Retail Purchaser agrees to be bound by the terms, covenants and conditions of the respective third-party manufacturers' warranties and to look solely to such manufacturers in the event of a breach of any such warranties. Retail Purchaser agrees that the disclaimers in Section 7 above shall apply equally to such goods or materials manufactured by third parties.

11. APPLICABLE LAW; JURISDICTION AND VENUE

To the fullest extent permitted, the laws of the State of Queensland, Australia shall apply to disputes arising from or relating to this Limited Warranty and/or the Products covered thereby without regard to conflicts of law principles. Except to the extent prohibited by applicable law, and subject to the provisions of Section 8 (without limiting or waiving the provisions of that Section), the Retail Purchaser and Explore Industries irrevocably agree to submit to the exclusive jurisdiction of the state of Queensland, Australia.



*"Live in the Moment.
Stay for the Memory."*

📍 Explore Industries Australia, 6 Computer Road, Yatala Queensland 4207 Australia

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