



Pool Owner's Guide

& MANUFACTURER'S WARRANTY CERTIFICATE

Your guide to the proper care, maintenance, and safe use of your Compass pool.

POOL OWNER



This Pool Owner's Guide provides important information about the proper care, maintenance, and safe use of your Compass pool. This guide is to be used in conjunction with applicable Council regulations, Australian Standards, and industry codes of practice, and if there is any discrepancy with this guide, then the regulations, Standards, or codes will always prevail. As a user of this guide, you acknowledge that Compass Pools Australia and its agents are not responsible for any accident or damage that occurs as a result of omission, misinterpretation, or failure to follow this guide.

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INTRODUCTION

Congratulations on the purchase of a Compass pool from your local authorised independent Compass dealership. There are 3 important things you need to do for your peace of mind...

1. Retain your warranty certificate

Your Compass pool shell was proudly manufactured by Compass Pools Australia and comes with manufacturer's warranties. These warranties are detailed in your pool shell warranty certificate which is enclosed in this booklet. Please retain this booklet, together with a copy of your sale contract and council approval, as you will need these documents if making a future claim on the manufacturer's warranties.

2. Update your insurance to include your pool

One important way to protect your pool investment against unexpected events or accidents, is to make sure your pool is insured. Please consider updating your Home and Contents Insurance policy to include your new pool. More information is provided on page 22 of this guide.

3. Follow the guidelines in your pool owner's guide

As the owner of a Compass pool shell, you are responsible for its safe and proper use. To help you with this, we have prepared this Compass Pools - Pool Owner's Guide. This guide also contains important information about the care and maintenance of your pool shell, as improper use can result in damage not covered by the manufacturer's warranties.

Therefore, it is essential that you follow all of the guidelines contained in the various sections of this guide:

- Pool Safety (Page 3)
- Care & Maintenance - Pool Shell Surface (Page 14)
- Care & Maintenance - Pool Shell Structure (Page 17)

This guide is applicable to all Compass Pools, including the Compass range of Express Pools (and Spas) since 2020. As noted throughout this guide, some information does not relate to Express Pools, and as also noted some information relates to Express Pools only.

Note: If selling your house, please pass on this Pool Owner's Guide to the next property owner. Email info@compasspools.com.au to transfer ownership of the pool shell at the time of sale.

POOL SAFETY

The backyard swimming pool is an Australian icon that for many years has provided good times and healthy recreation for people of all ages. While swimming pools allow us to get together with our friends and family to share fun, fitness and relaxation, they can also pose a risk. There are some easy-to-remember rules that need to be followed to ensure the safe use of swimming pools and spas at all times.

1. General

- Supervise children at all times in and around water. If you need to leave the pool area, even for a moment, take children with you.
- Display a resuscitation chart on your pool fence and take a CPR course so you will know what to do in an emergency.
- Familiarise children with water by taking them to swimming lessons.
- Your swimming pool is not designed for diving, and diving into your pool should be avoided. Place “No Diving” signs prominently around your pool.
- Take care when entering or exiting your pool using the integrated pool steps, and always place your feet slowly and squarely on the horizontal step tread surfaces to avoid losing your balance or slipping. To prevent algae growth on pool surfaces resulting in slippery steps, benches, and floor, always ensure your pool water is properly disinfected/sanitised (pages 8-13). Do not enter your pool if algae are present on pool surfaces, or if the water is green.
- Never put your head under water when in a spa. Ensure that spas have a “Spa Pool Safety Rules” sign prominently displayed.

2. Electrical

- It is important that your pools wiring, electrical connections and equipotential bonding (where required) are installed by a licensed electrical contractor. All connections, including underwater lighting where installed, must comply with current AS3000 Wiring rules.
- Never use electrical appliances or extension leads around your pool.
- Check all pool equipment regularly to ensure it is in good working order with no obvious defects.



3. Fencing

Fencing your pool is one of the most important aspects of pool ownership. Swimming Pool Acts and regulations apply in all States and Territories of Australia. Council has the responsibility for administering the Swimming Pool Act and regulations in your area. Under this Act, the council must be notified of all swimming pools in its local area. Please ensure your pool fence complies with all regulations and rules particular to your location.

- A temporary fence must be placed around the pool prior to the pool being filled with any water.
- When purchasing permanent fencing, ensure the fence complies with all State and Council regulations, and has a childproof locking system.
- Regularly check and carry out any maintenance required on your pool fence.
- Australian Standards AS1926.1 stipulates that a pool fence must have a 'non climbable zone' all the way around the pool (for details please consult AS1926.1). Regularly inspect your pool area and remove any objects that encroach within the non climbable zone. As an example, don't leave furniture that children can climb on near your pool or spa fence, and trim any trees or shrubs growing around your fence.
- Always remember that a swimming pool fence is not a substitute for supervision.

4. Suction Outlets (including drains)

- Make sure all pool users are warned against sitting on, or covering suction outlets. This can cause injury, or in extreme cases, death.
- Regularly check that suction outlet covers are not damaged and are firmly and properly affixed using manufacturers recommended parts.
- Do not use your pool pump if any part of the suction outlet is loose, broken or missing.
- Be aware that hair, bathing suit strings and tassels, and body parts can become entangled in an improperly covered suction outlet.
- Pool plumbing safety codes impose specific requirements for suction outlets (The Building Codes of Australia reference Australian Standards 1926.3-2010). All suction outlets have a maximum system flow rate that must not be exceeded. Always consult an authorised pool technician when replacing pumps, fittings, or other suction system components.

Note: All suction outlet covers have a limited life span. Please refer to the original equipment manufacturer's Operating Manual for the service and replacement requirements of any suction outlet covers in use in your pool. If your Compass pool is fitted with the Vantage in-floor system, please refer to the Vantage Owner's Guide.

5. Water Chemistry

- Healthy water is an important part of owning a safe pool. Please refer to the Pool Water Chemistry section in this guide for important information about keeping your pool water healthy and safe to swim in.

6. Important State References

For further details on the safety of your swimming pool, visit the Swimming Pool & Spa Associations (SPASA) website for your State.

NSW, ACT, QLD & SA – www.spasa.com.au

VIC – www.spasavic.com.au

WA – www.spasawa.com.au

UNDERSTANDING YOUR POOL ECOSYSTEM*

The first step in understanding your pool ecosystem is appreciating that your installed swimming pool structure is a complex system. Like any complex system, there are various components and there are interactions between the components that need to be understood and controlled. The main components can be grouped as:

1. The fibreglass pool shell manufactured by Compass Pools Australia
2. The pool equipment manufactured by various pool equipment companies
3. The installation components such as concrete coping beam and drainage
4. The site conditions such as soil type and topography

There are also various control measures that ensure (in most situations) that the interaction between the components is predictable and can be controlled. The main control measures can be grouped as:

1. Australian Standards and engineering guidelines for the manufacture and installation of the pool shell in various soil and ground conditions
2. Australian Standards and performance and safety guidelines for the installation and operation of pool equipment

The second step in understanding your pool ecosystem is recognising that problems can still arise, despite the fact that:

1. Compass pool shells are structurally designed and engineer certified in accordance with Australian Standards and industry best practice, and that;
2. Compass pool shells are only installed by authorised dealerships that are required to comply with Australian Standards and industry best practice, and that;
3. Compass authorised dealerships typically use high performance pool equipment

So, the final step in understanding your pool ecosystem is to be aware of your responsibilities as the pool owner, as clearly explained in this Pool Owner's Guide.

Note: Problems can arise as a result of your actions or inactions when dealing with environmental factors. For instance, an extreme storm event can result in a sudden increase in groundwater levels, which can place pressure on the outside of your pool shell. If you respond in the wrong way to this situation, your pool shell may be damaged, and such damage may not be covered by the manufacturers warranties.

A summary of your responsibilities can be found in the Pool Owner's Checklist section of this guide.

*This information does not apply to Express Pools. For specific information please contact your Express Pools supplier.

EVAPORATION TEST

Evaporation and splash out can lower your pools water level, especially during summer where the loss can be as high as 15mm per day due to evaporation. It is your responsibility to ensure the water level never falls below the mouth of the skimmer box and always keep the water level as high as possible (3/4 of the way up the skimmer box is ideal).

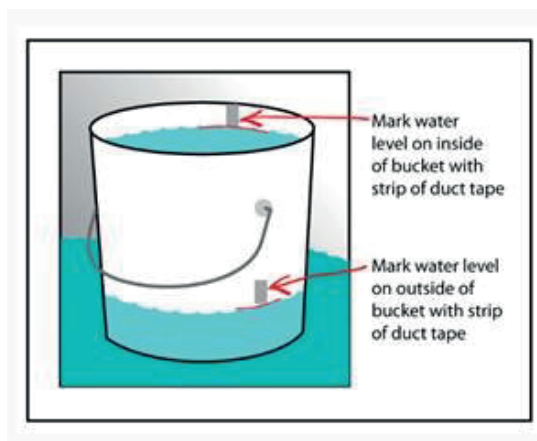
Even though evaporation is the most common cause of water loss, a leaking pool is a also a possibility. But you will first need to rule out evaporation as a possible cause.

An evaporation test should be carried out over 2 x 48-hour periods, the first 24 hours with pumps running normally and the next 24 hours with pumps turned off. Repeat this process the following week, to confirm the result. The acceptable difference in water levels from bucket to pool water is 0-5mm.

For further information, please see below.

Evaporation Test: – Follow these three simple steps to check if your pool has any leaks:

1. Place a bucket of water on a step in your pool. Placing the bucket in the pool water allows the water to be the same temperature in each.
2. Mark the water level inside the bucket as well as the pools water level on the outside of the bucket. Leave the bucket in the pool for a maximum of 1 day and then check and mark the new water levels. Do not weigh the bucket down with a brick as this will absorb the water.
3. Any change in the water level inside the bucket will account for evaporation. If the change in water level on the outside of the bucket is greater, then this is an indication that your pool is leaking.



If after completion of this test you believe the pool is leaking, please contact a local Leak Detector, to arrange for an inspection and professional leak testing of your pool.

In the event that a leak is not found or it is deemed a non-warranty item by your contracted pool builder or by the original equipment manufacturer, then the cost of leak testing is your responsibility. If the hydrostatic valve in your pool has operated normally to release hydrostatic pressure, then resetting the hydrostatic valve is deemed as a non-warranty item.

In the event that a leak is found and is deemed a warranty item by your contracted pool builder or by the original equipment manufacturer, then the cost of leak testing will be reimbursed to you.

Note: If a crack in your pool shell is evident, please contact your contracted pool builder urgently for advice. Do not drain your pool as inappropriate draining may cause serious structural damage and may void your warranties.

POOL OWNER'S CHECKLIST

Your Compass pool shell is covered by a manufacturer's defect warranty that is subject to conditions, exclusions and limitations (refer to the applicable wording in your warranty certificate on page 25-33). In order to retain these warranties you are responsible for the care and maintenance of your pool shell as outlined in this Pool Owner's Guide. A summary of your key responsibilities is described below.

Care & maintenance of pool shell surface – as the pool owner, your key responsibilities include:

1. Ensuring that your fibreglass pool coping is covered by a paver, tile or similar product
2. Regular maintenance of the pool shell's gelcoat surface
3. Maintaining balanced and properly sanitized water, and avoiding acidic or excessively alkaline levels
4. Adjusting the salt chlorinator or chlorine doser to avoid excess chlorine and pH levels building up in the pool, especially where a pool cover is in use
5. Complying with the cover manufacturer's guidelines for the proper use of a pool cover, including the need to remove the cover regularly to help prevent excessive chlorine levels from building up.

Failure to comply with any of your responsibilities that results in damage to your pool shell's gelcoat surface, will adversely affect your manufacturer's warranty. Refer to the relevant sections of this guide for full instructions.

Care & maintenance of pool shell structure – as the pool owner, your key responsibilities include:

6. Understanding the function of the standpipe to monitor groundwater levels, especially after heavy or prolonged rainfall and never allowing groundwater levels to exceed the pool's water level
7. Never draining your pool below the skimmer box, and only allowing your pool to be emptied by your contracted pool builder or any qualified pool technician in accordance with written instructions available from Compass on request (not applicable for above-ground pools).
8. Ensuring that all future works do not impact on the pool's surface drainage and sub-soil drainage systems and do not impact on the concrete coping beam or foundation slab (for Express Pools).

Failure to comply with any of your responsibilities that results in damage to your pool shell's structure, will adversely affect your manufacturer's warranty. Refer to the relevant sections of this guide for full instructions.

You are also responsible for:

9. Updating your Home and Contents Insurance policy to include your pool and improvements
10. Retaining a copy of your warranty certificate, sale contract and council approval as you will need these documents if making a future claim on the manufacturer's warranties.

POOL WATER CHEMISTRY

A correctly balanced and sanitised pool is important for health and safety reasons, as well as for protecting your pool shell and pool equipment from damage caused by acidic or alkaline water.

Damage caused to your pool shell and equipment by failure to maintain correct water chemistry (in particular damage caused by excess chlorine and pH levels) may void your pool shell and equipment warranties.

Note: For more advice on maintaining a clean and healthy pool and maintaining correct water chemistry, consult your local pool shop.

1. Glossary of terms to help you maintain clean, healthy, and sparkling pool water

Disinfection/Sanitisation - Disinfection/sanitisation is the process used to kill all the disease-causing organisms in the pool water. The active forms of chlorine and bromine gases, dissolved in the water, are the two most common types of disinfectants.

A measurable active chlorine residual (or approved alternative) must be present in the water to perform satisfactory sanitisation and disinfection.

Oxidisation - Oxidisation is used to destroy organic contaminants such as algae, body oils, minerals and other materials which cause irritation, colour, odour and turbidity. Oxidisation will rid ammonia and nitrogen compounds from pool water. The strength of Oxidisation is measured in millivolts and called ORP (Oxidation Reduction Potential).

Filtration - Filtration is the physical operation of removing undissolved and suspended particles (dirt, debris, oil, skin, hair, organisms) from your pool water. Impurities are trapped as water passes through your filter and clean water is returned to your pool.

Correct and sufficient pump running times are required for satisfactory filtration and sanitisation. Insufficient sanitisation, and cloudy water will result from insufficient running times.



2. Practical Water Chemistry for Fibreglass Swimming Pools

(a) Regular Water Testing - monthly or weekly during swimming season

- After pool safety, the treatment of water is the most important factor of pool ownership.
- Correct water chemistry will ensure a long service life from your pool and equipment, as well as minimising the risk of disease to pool users from inadequate pool water treatment.
- Correct disinfection/sanitisation of swimming pool and spa pool water is essential for protecting your health and safety whilst entering, exiting, and swimming in your pool. Do not enter your pool if algae are present on pool surfaces, or if the water is green.
- The main tests to perform regularly with a test kit are pH, Chlorine, and Total Alkalinity. These tests should be done every week or two.
- Salt, Phosphates, Calcium hardness and Stabiliser (Cyanuric Acid) will also need to be tested and maintained. These water chemistry levels are slower to change and should only require testing every month or two, by your pool professional, to ensure they are maintained at desired levels.
- Correctly maintaining your pool water chemistry, by regular testing and adjustments, will save you money in the long run, by reducing chemical usage and maximising the life of your pool and equipment

Note: It is recommended to keep a log of your regular water test results as an assessment tool for any obvious and inconsistent changes to the interior surface of your pool.

Recommended Pool Water Chemistry

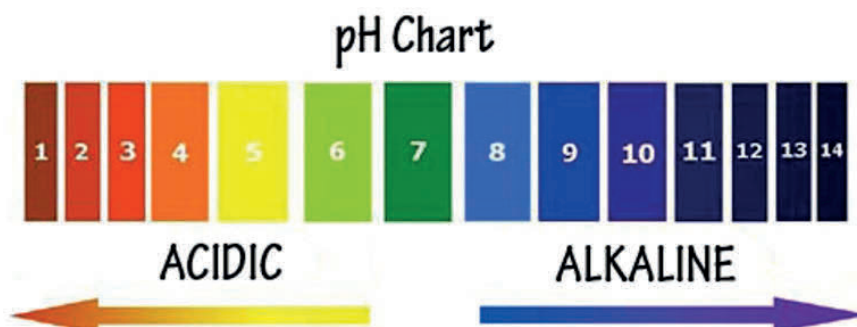
pH.	Ideal range = 7.2 - 7.6
T.A. – Total Alkalinity	Ideal range = 100 to 150 ppm (parts per million)
Chlorine	Ideal level = 1.0 to 2.0 ppm but up to 3.0ppm is acceptable
Stabiliser (cyanuric acid)	Ideal level = 50 ppm (lower levels of 25-30 ppm required for some chlorinators with ORP probes)
Salt (for salt chlorinated pools)	Ideal level = 3000 - 4000 ppm (lower salt levels may be required by some types of chlorinators)
Calcium Hardness	Ideal level = 175 - 225 ppm
T.D.S. – Total Dissolved Solids	Ideal level = less than 1500 ppm
Phosphates	Ideal level = zero but less than 0.2 ppm
Water Balance	Zero, or slightly negative on the Langelier Saturation Index (-0.2)
Regular Water Testing	Monthly, or weekly during the swimming season

(b) Safe Handling and Storage of Pool Chemicals

- Always read and follow all safety directions on chemical containers
- Ensure all chemicals are stored safely and securely
- Wear appropriate personal protective equipment when handling chemicals
- NEVER allow chemicals to mix. Dangerous, highly corrosive fumes will be produced
- Always add chemicals to fresh water, NEVER water to chemicals
- Regular additions of small quantities of chemicals, as required, will result in far better results and will actually reduce the amount of chemicals used over the longer term

(c) pH - Ideal range = 7.2 - 7.6

The measurement of the acidity or alkalinity of your water.



Rain may affect your pools pH depending on whether it is slightly acidic or slightly alkaline.

Ideal pH

- 7.4 is ideal -- this is the pH most comfortable to your eyes

Low pH causes problems including;

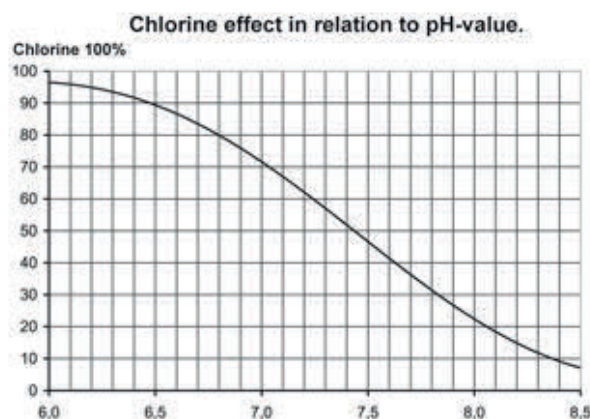
- Aggressive water can damage mechanical components of pool
- Irritation to eyes

High pH causes problems including;

- Poor chlorine disinfection
- Skin irritation
- Calcium deposits
- Cloudiness
- Slippery surfaces

The primary cause of pH rise in your pool is due to the addition of chlorine which has a high pH.

Chlorine works most effectively at pH 7.2 to 7.6.



Note: It is very important to maintain the correct pH level by adding small quantities of acid regularly. An automated controller takes care of these regular acid additions for you.

(d) Total Alkalinity (T.A.) - Ideal range = 100 - 150 ppm (parts per million)

- Alkalinity is the buffering system which aids in controlling the pH of your pool water
- A correct T.A. level will result in a stable pH level, thus maintaining a stable ORP (Oxidation Reduction Potential - refer to page 11) and stable free-chlorine levels
- T.A. will gradually decrease over time with addition of chlorine / acid (rain can also lower your pools T.A. as it can be slightly acidic)
- Regular addition of small quantities of alkalinity increaser (buffer) will help maintain your T.A. at its optimum level
- A low T.A. level will allow pH to fluctuate, resulting in a corresponding variation in free chlorine level
- A high T.A. level will require the use of more buffer and result in an increased acid and buffer demand for your pool
- Maintaining a correct T.A. is one of the most important factors for correct operation of an automated controller

(e) Chlorine - Ideal range = 1.0 - 2.0 ppm (parts per million) but up to 3.0ppm is acceptable

Chlorine is the chemical most often used to keep swimming pools and spas free of bacteria that can be hazardous to humans.

- Chlorine kills bacteria through a fairly simple chemical reaction
- When chlorine is added to pool water it reacts with the water to form Hydrochloric Acid (HCl) and Hypochlorous Acid (HOCl)
- The HOCl is the active part of the “free chlorine” that is measured on a test kit and is what sanitises the pool water
- If the pH is too high, not enough HOCl is present and sanitisation can take much longer than normal

Chlorine comes in many forms:

- Granular chlorine
- Liquid chlorine
- Tablets (stabilised)
- Salt Water Chlorinators produce chlorine through electrolysis in a weak salt water solution (5000 ppm or less)

An automated controller will regularly add either liquid chlorine, or produce chlorine via a Salt Water Chlorinator.

Information for automated control systems using pH and ORP (Oxidisation Reduction Potential) probes

- ORP levels to achieve 1.0 to 2.0 p.p.m chlorine vary for each pool
- ORP is not a measure of the chlorine in pool water
- ORP is a measure of how well the water will act to oxidise contaminants including pathogenic organisms
- When dealing with pH/ORP controllers the water balance as a whole must always be taken into account
- If the pH varies so will the ORP, and the free chlorine residual as well
- Stabiliser will also affect the ORP for a given chlorine residual (i.e. low stabiliser levels will result in low chlorine residuals for a given ORP)
- We recommend that you do not add chemicals directly to your skimmer box

Supplementary systems can be used to reduce chlorine demand and usage, and provide enhanced sanitation

- a) Ozone - Use of Ozone reduces the demand for pool chemicals by up to 60% and allows the chlorine in the pool to work more effectively as a disinfectant. Ozone actually breaks down non-living waste products in pool water.
- b) UV (Ultra-Violet)
UV systems provide an additional layer of protection beyond the capability of chlorine or salt based chlorine generators. UV reduces the amount of chlorine needed to maintain an adequate level of residual sanitiser.
- c) Ozone and UV - The combination of these two systems creates an advanced process that minimises exposure to potentially harmful chloramines and other contaminants. It dramatically reduces chemical usage by up to 80%.

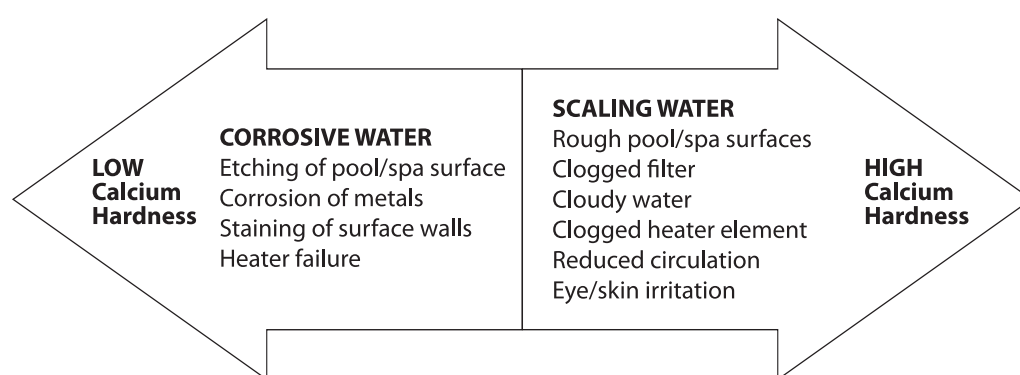
(f) Stabiliser (cyanuric acid) - Ideal level = 50 ppm (lower levels of 25-30 ppm required for some chlorinators with ORP probes)

- Stabiliser is used to slow the destruction of free chlorine by sunlight. A pool without stabiliser can lose up to 90% of its free chlorine in just a few hours.
- Pools without a stabiliser residual will have trouble maintaining a chlorine residual during a sunny day.
- Stabiliser reduces the chlorine demand of the pool and so cuts the cost of pool ownership.
- We recommend that you do not add chemicals directly to your skimmer box.
- Liquid stabiliser is now available. No messy mixing, dissolves instantly for immediate protection.

(g) Salt (for salt chlorinated pools) - Ideal level = 3000 - 4000 ppm (lower salt levels may be required by some brands of chlorinators)

Salt water chlorination is a process that uses dissolved salt as a store for the chlorination system. The chlorine generator (or salt cell) uses electrolysis in the presence of dissolved salt (NaCl) to produce chlorine for your pool. As such, a saltwater pool is not actually chlorine-free, it simply utilizes a chlorine generator instead of direct addition of chlorine.

(h) Calcium Hardness - Ideal level = 175 - 225 ppm



- The term hardness originates from the observation that it was hard to produce foam from soap, in water with high levels of calcium and magnesium. Calcium occurs naturally in water and the amount of calcium will vary from place to place.
- Hardness is important to understanding scale formation on pool surfaces.
- The higher the calcium concentration in the water, the more prone the calcium is to leeching.
- High pH levels will cause the calcium to leech out of the water and cling to the pool shell surface, as well as causing scale formation in chlorinator cells and pool heaters.

(i) Total Dissolved Solids (TDS) - Ideal level = less than 1500 ppm

Total Dissolved Solids (TDS) are the total amount of particles, including minerals, salts or metals dissolved in a given volume of water, expressed in milligrams per unit volume of water (mg/L), also referred to as parts per million (ppm). TDS is directly related to the purity of water and the quality of water purification.

Dissolved solids can come from:

Organic sources

- Leaves and debris
- Fertiliser and pesticides
- Groundwater runoff

Inorganic sources

- Materials that may contain calcium bicarbonate, nitrogen, iron phosphorous, sulphur, and other minerals.
- Water may also pick up metals such as lead or copper as they travel through pipes used to distribute water.

Note: High TDS can result in corrosion of metal equipment and accessories, even though the water is balanced. It can cause eye and skin irritation, even though the pH is right and there are no chloramines in the water. High TDS can also permit an algae bloom, even with a 2-3 ppm chlorine residual.

(j) Phosphates - Ideal level = 0 but less than 0.2 ppm

- Phosphate is a vital plant nutrient and the presence in swimming pool water, even at low concentrations, can cause accelerated algae growth.
- Pools, that are properly maintained, usually do not have unexpected difficulty controlling algae, even in the presence of phosphates.
- Higher levels of phosphates can make algae control more difficult and increase the amount of sanitizer required to maintain satisfactory control of algae.
- While phosphate will accumulate in a pool naturally, there are steps pool owner's can take to prevent excessively high levels.
- Do not allow runoff from gardens and lawns to enter the pool.
- Remove leaves from the pool regularly and promptly.
- Have the pools water tested for phosphate levels regularly by a local pool shop.

(k) Water Balance - Zero, or slightly negative on the Langlier Saturation Index (-0.2)

Water is a solvent and all things will eventually dissolve in water until the water becomes saturated. Eventually, water will become oversaturated, and excess products will be lost by precipitation. Well balanced water will increase bather comfort and will maximise the life expectancy of the pool and its components.

- If you have a negative water balance your water is considered corrosive.
- If you have a positive water balance your water will be scale forming, meaning that calcium can be deposited on the pool surface.

Your local pool shop can determine if your pool water is balanced or not.

CARE & MAINTENANCE - POOL SHELL SURFACE

1. Maintenance of Your Pool Shell's Gelcoat Surface

The surface of your pool shell needs regular maintenance, just like the surface of a car or boat. Below is a list of things you should do to help maintain the surface of your pool shell.

- Regularly clean the surface of your pool shell (above the waterline) with a non-metallic green kitchen scourer to remove any build-up of dirt, body fats or oils.
- Use a marine wax polish (suitable for fibreglass gelcoats) to polish your pool shell surface above the waterline at least once per year.
- Never drain your pool below the mouth of the skimmer box and always keep the water level as high as possible (3/4 up the skimmer box is ideal).
- Keep your pool water balanced and properly sanitized. Please refer to the Water Chemistry section of this guide for full details on maintaining a clean and healthy pool.

2. Protection of Your Pool Shell's Gelcoat Surface

The gelcoat surface of your pool must be protected against damage caused by excessive chlorine and pH levels and direct exposure to sunlight.

- The use of a pool cover must comply with the manufacturer's guidelines, including the need to remove the cover regularly. This helps prevent excessive chlorine levels from building up and allows a water sample to be taken and tested by your pool professional to ensure water chemistry levels are maintained at desired levels (page 9).
- Whenever a pool cover is in use, salt chlorinators and chlorine dosers should be run at reduced rates (particularly during winter). Otherwise, chlorine levels can quickly rise to excessive levels of 10ppm or more. Long term exposure to excessive levels of chlorine and pH can damage the gelcoat surface of your pool shell and affect your pool shell warranty. Chlorine levels should not exceed 3ppm for prolonged periods (ideally 1-2ppm) and should be checked once per week whilst a cover is in use.
- Use caution when 'shocking' your pool water. Manually dosing with high levels of chlorine (super chlorination) should only be done when the pH level is above 7.0. Chlorine is more aggressive at low pH levels and may bleach the gelcoat surface of your pool shell.
- Cover your pool shell's fibreglass coping with a paver, tile or similar product. This will avoid direct exposure to sunlight on the horizontal section of the fibreglass coping. Long term exposure to sunlight can damage the gelcoat surface of your pool shell and affect your pool shell warranty.

3. Prevention of Staining

There are 2 groups of stains that can occur on the surface of your pool shell. These are organic stains and metal stains.

- Organic stains are caused by things such as algae and plant matter. Please refer to the Water Chemistry section of this guide for full details on how to maintain a clean and healthy pool.
- Metal stains can be caused by things such as metal shavings, and hairpins etc. If these stains cannot be removed by lightly rubbing with a non metallic green kitchen scourer, your local pool shop will be able to advise you on ways to chemically remove the stains.

4. Prevention of Calcium Build-up

Your pool water will naturally contain various trace elements including Calcium. It is important that you maintain 'balanced' pool water to prevent Calcium in your pool water from depositing on the gelcoat surface of your pool. Please refer to the Water Chemistry section of this guide for further details on 'balanced' pool water. Calcium can also leech out of the mortar joints between your coping pavers, resulting in isolated deposits on the gelcoat surface of your pool. Where this occurs, follow these steps to remove any isolated deposits of Calcium build up.

1. Use heavy duty outdoor water proof gloves and wear protective glasses
2. Mix 1 part Hydrochloric-acid to 10 parts water
3. Use a scrubbing brush to clean pool surface (do not use metal brush)
4. Do not over scrub as it can cause a dulling sheen on the pool surface

Where there is more widespread 'whitening' of the pool surface underwater due to Calcium leeching out of the pool water, rather than just isolated deposits, your local pool shop will be able to advise you on ways to chemically remove the buildup.

5. Important Notification to the Pool Owner

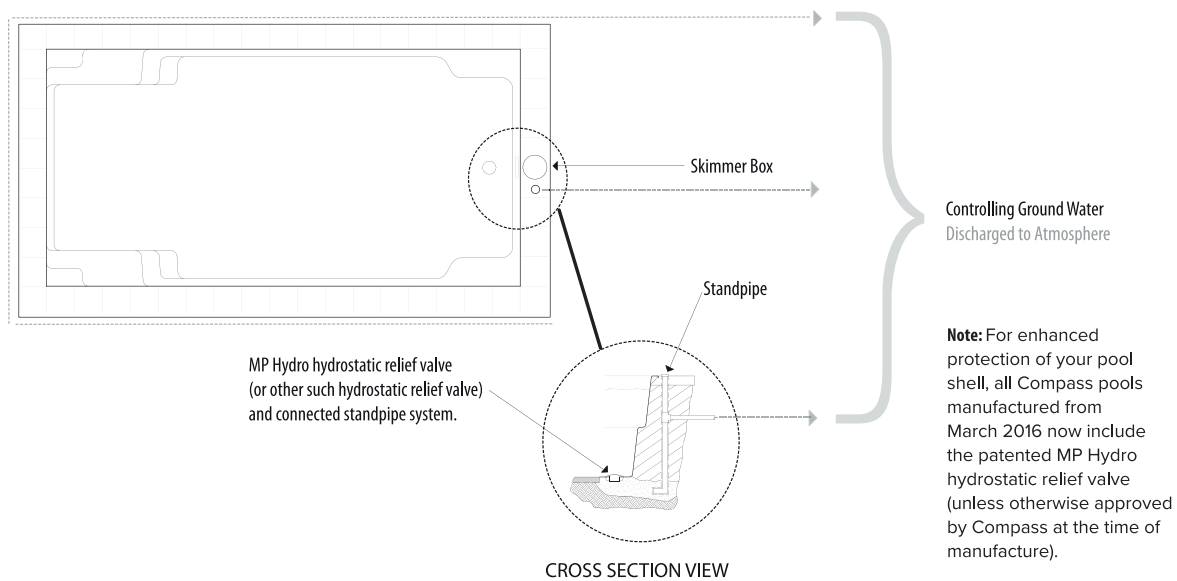
It is your responsibility as pool owner to follow the 'Care & Maintenance' instructions in this section of the Pool Owner's Guide. Failure to comply with any of your responsibilities that results in damage to your pool shell's gelcoat surface, will adversely affect your manufacturer's warranty.





CARE & MAINTENANCE - POOL SHELL STRUCTURE

Australian Standards require a properly installed pool shell to be fitted with a hydrostatic valve and to have appropriate drainage in place to control groundwater. In most instances where there is rising groundwater (due to heavy or prolonged rainfall for example), the combination of a properly functioning hydrostatic valve and sub-soil drainage system, should protect the pool shell against structural damage. However, there are accidental, unforeseen, or extreme events that may overwhelm these protective measures (see Note beside drawing). To help avoid such a situation occurring, you need to be familiar with an essential component of an installed pool, known as the standpipe.



1. Use of Standpipe

The standpipe is a critical component of the sub-soil drainage system for all pool installations, except for specific locations having highly permeable soils (such as sand sites), or for above-ground pools. A complying standpipe (as shown in above drawing) includes an underground section of vertical pipe that is permanently vented to atmosphere through a removable grating (positioned in the concrete beam and adjacent to the deepest section of the pool).

A properly constructed standpipe can be used to determine the groundwater level or to lower the groundwater level. It may be necessary to lower the groundwater level when the pool is being emptied or partially drained. Written instructions for qualified pool technicians, on emptying (or partially draining) your pool shell, including instructions on how to appropriately drain groundwater through the standpipe, are available from Compass on request.

Note: Under NO circumstances can the groundwater level be permitted to exceed the pool's water level, as this can result in bulging of the floor and walls and ultimately in structural damage to the pool shell. It is essential to inspect and monitor the groundwater level in the standpipe immediately after heavy or prolonged rainfall or wherever a water-table is present. Advise your contracted pool builder immediately if the groundwater level approaches the pool's water level.

2. Emptying Your Pool*

You must NOT empty your pool, or partially drain the water level below the mouth of the skimmer box, as damage can occur. Where required, you can engage your contracted pool builder (or any qualified pool technician) to empty your pool, or partially drain the water level below the skimmer box. Appropriately emptying, or partially draining the water level below the step ledge, will require the pool shell to be properly braced at the step ledge. Also, whenever a pool is completely emptied, the hydrostatic valve must be removed until the pool is ready to be filled again. Failure to properly brace a pool or remove the hydrostatic valve as required, can result in bulging of the floor and walls, and ultimately in structural damage to your pool shell.

You can drain surplus water from your pool when the water level is too high for the skimmer box to skim, provided the water level is not drained below the normal operating level of the pool. Where a waste line is approved for use and available (as required for back-washing sand filters), surplus water can be drained through this waste line to the sewer. Where a waste line is not available, surplus water can be manually drained. Prior to draining any water from a pool, the groundwater level (if any) must be determined. This is done by observing the groundwater level in the standpipe. Under NO circumstances can the pool's water level be drained below the groundwater level, as this can also result in bulging of the floor and walls, and ultimately in structural damage to your pool shell.

Failure to comply with industry standards and good practice, and/or failure to comply with written instructions provided by Compass, which results in structural damage to your pool shell, will affect the manufacturer's structural warranty. Written instructions for qualified pool technicians, on emptying (or partially draining) your pool shell, are available from Compass on request. All Compass pools manufactured from March 2016 now include the patented MP Hydro hydrostatic relief valve (unless otherwise approved by Compass at the time of manufacture), and a Service Manual for this valve is available from Compass on request.

Note: Evaporation and splash out can also lower your pools water level, especially during summer where the loss can be as high as 15mm per day due to evaporation. It is your responsibility to ensure the water level never falls below the mouth of the skimmer box and always keep the water level as high as possible (3/4 of the way up the skimmer is ideal). See also Evaporation Test (Page 6).

3. Future Works - Stormwater Runoff, Sub-soil Drainage and Structural Landscaping

Sub-soil drainage is an underground drainage system installed by your contracted pool builder at the time of installation. Additional sub-soil drainage may also be required with any future works. Surface drainage is required to control stormwater runoff, and must also be considered with any future works. Structures that are erected after the pool is installed must include an appropriate drainage system to control stormwater runoff. For example, a newly constructed patio should NOT discharge rain water (collected from the roof) directly onto the ground around the pool as this can increase the groundwater level and cause an increase in hydrostatic pressure acting on the pool shell.

If the site is reactive (clay), then any discharge of water onto the ground may cause an increase in reactivity in the saturated areas, also resulting in an increase in pressure acting on the pool shell. Instead, all structures should discharge stormwater via guttering and downpipes into a stormwater drainage system including additional surface drains to collect additional stormwater runoff.

Structural landscaping works that occur after the pool (and the pool's sub-soil drainage system) is installed

*Not applicable for above-ground pools.

must also include an appropriate subsoil-drainage system, and ideally should be designed by an engineer and installed by a qualified trades person. For example, construction of retaining walls (or elevated garden beds) in close proximity to the pool can create “perched water tables”, with a resultant increase in pressure acting on the pool shell. A sub-soil drainage system is required to prevent this occurring. Also, future structural landscaping works including structures that are connected to the surrounding concrete coping, may increase the surcharge loading on the pool shell. Such works should be approved by an engineer, taking into account the manufacturer’s design loadings for the pool shell.

Be aware that damage caused to the pool shell as a result of inappropriate drainage or additional surcharge loading will affect the manufacturer’s structural warranty. As such, it is your responsibility to control drainage and surcharge loading associated with any future works.

4. Future Works - Concrete Surrounds

As part of the proper installation of an in-ground Compass pool, a concrete beam must be connected to the perimeter of the fibreglass coping in accordance with Compass engineering details. This concrete coping beam is a critical component in the structural integrity of the installed pool shell, it helps prevent splash water and rainwater from penetrating the backfill, and provides a stable base for coping pavers to be attached. The width, depth and design of the concrete coping beam is contingent on the size of the Compass pool and the reactivity of the site soil/clay. Refer to Compass engineering drawings for full details.

Future works may include additional concrete pavement connecting to, or abutting, the existing concrete coping beam or foundation slab (for Express Pools). Such additional concrete surrounds must be installed in accordance with Compass engineering details to avoid movement and damage to the existing concrete coping beam, which in turn can move and damage the fibreglass pool shell. Approved connection detail is provided in Compass Extension to Concrete Coping drawing 211, which is available from Compass on request.

Additional concrete surrounds must also be installed in accordance with Australian Standards AS3600, taking into account the site soil/clay conditions and uniformity of bearing requirements. Be aware that damage caused by incorrect installation of additional concrete surrounds will affect the manufacturer’s structural warranty. As such, it is your responsibility to ensure compliance with Compass engineering requirements and Australian Standards for any future works associated with additional concrete surrounds.

5. Long-term Shape and Level of Your Pool

Clay soils are present in many areas of Australia and New Zealand. Depending on the degree and depth of reactivity, clay soils are subject to seasonal movement, which may affect the long-term shape and level of your pool.

Note: Australian Standards (AS1839:2021) states that long-term or seasonal movement due to reactive clay, which can affect the shape and level of your pool, is acceptable unless it compromises the structural integrity of your pool. Contact your contracted pool builder in the first instance if you suspect your pool has moved or is cracked.

6. Important Notification to the Pool Owner

It is your responsibility as pool owner to follow the ‘Care & Maintenance’ instructions in this section of the Pool Owner’s Guide. Failure to comply with any of your responsibilities that results in damage to your pool shell’s structure, will adversely affect your manufacturer’s warranty.

THREE TYPES OF WARRANTIES

There are 3 types of warranties that help protect your pool investment during the installation process, and in the years that follow. It is important that you know what these types of warranties are, when they apply, and how to make a claim.

1. Pool Shell Warranties

Compass Pools Australia is the manufacturer of your pool shell, and we provide a manufacturer's warranty that only applies to your pool shell. As such, your pool shell warranty is not an installation warranty and it is not an equipment warranty. Where you believe there are installation issues or equipment issues, you should refer such issues to your contracted pool builder/Supplier and/or equipment supplier in the first instance.

Compass warrants your pool shell (and the interior surface) against manufacturing and material defects for the stated warranty periods, subject to the conditions, limitations and exclusions set out in your warranty certificate. Your pool shell warranty certificate is included in this Pool Owner's Guide on pages 25-27 and 32-33 (for Compass Pools) or on pages 29-33 (for Express Pools).

As the owner of a Compass pool, it is your responsibility to read (and ensure you understand) the information contained in your pool shell warranty certificate. The warranty certificate also includes a requirement to follow the guidelines laid out in this Pool Owner's Guide. This guide has been prepared to help you comply with your responsibilities, including the proper care, maintenance, and safe use of your Compass pool.

Pool Shell Inclusions

Your Compass pool shell comprises a composite structure, including the interior gelcoat surface, the internal layers, the exterior structure and the fittings built into the pool shell at the time of manufacture (but excluding all plumbing).

Pool Shell Exclusions

The pool shell does not include any concrete and tiles, concrete coping and pavers, pipes and fittings, skimmer boxes, suction and return outlets, pool lights, cosmetic joint sealants, other fittings and equipment or any modification or addition to the pool shell that occurs outside of the pool shell manufacturing process.

Warranty Repairs

The nature of fibreglass allows for repair of almost all damage that can occur. The method of repair can vary and will be determined by Compass Pools Australia should a claim be accepted as warranty.

Relationship between Parties

Compass Pools Australia (the manufacturer of your Compass pool shell), is a separate company from the authorised independent Dealer/Supplier (your contracted pool builder) that sold and installed your pool shell or is a separate company from the authorised independent Supplier that sold your Express Pool. The Dealer/Supplier is authorised to sell Compass products and has agreed not to represent themselves as Compass Pools Australia and cannot commit Compass Pools Australia to any additional liability above those imposed by law, be it warranty, quality, fit for purpose or any consequential damages.

Compass Pools Australia is not in partnership with the Dealer/Supplier, nor is there any franchise agreement or franchise arrangement between Compass Pools Australia and the Dealer/Supplier. Neither party is an agent or representative of the other and has no right to bind or make any commitment on the other party's behalf.

2. Builder's Installation Warranties

Each State and Territory government has its own list of statutory guarantees that apply to building works, including in most cases the installation of a swimming pool. In addition to any statutory guarantees, your pool builder's contract will include other specific provisions and protections (may not apply for Express Pools). As such, you should retain a copy of your contract in a safe place for future reference.

It does vary from State to State, but typically your statutory Builder's Installation Warranty provides protection against defective installation for between 6 and 7 years (structural defects) and up to 2 years (non-structural defects) from the date of practical completion. Contact your contracted pool builder/supplier in the first instance, if you suspect that you have an issue with the installation or operation of your swimming pool.

Note: Contact your contracted pool builder/supplier immediately if you suspect your pool is leaking, and never drain your pool or allow the water level to drop below the skimmer box, as damage can occur (not applicable to above-ground pools).

3. Equipment Warranties

An installed and operating pool includes a range of filtration equipment (typically a pump, filter, and sanitizing system) along with other ancillary components (such as pool lights). Each component usually comes with a manufacturer's repair or replacement defect warranty. The typical period of such warranty for pool equipment and components is 1 to 3 years. Manufacturer's defect warranties are additional warranties that are offered by the manufacturer, over and above the statutory consumer guarantees stipulated under the Australian Consumer Law.

Where your pool equipment requires servicing, you should contact the Supplier in the first instance. A warranty claim may be rejected where the equipment was not operated in accordance with the manufacturer's guidelines. Each item of equipment includes an Operating Manual, which is usually provided in the original box. Alternatively, you may be issued with a folder of Operating Manuals from your contracted pool builder at the time of handover.

You should familiarize yourself with the manufacturer's guidelines and retain the Operating Manuals for future reference. Most equipment manuals can also be downloaded from the original equipment manufacturer's websites.

INSURANCE AND REGISTRATION

Ensure you have maximum protection in place for your swimming pool investment. There are 2 types of insurance that are applicable to your pool project, firstly Home Warranty Insurance, which may be taken out by your contracted builder on your behalf, and secondly, Home & Contents Insurance, which you personally are responsible for. Take the time to understand and update your insurance cover.

Home Warranty Insurance

In most jurisdictions, there is a requirement for the contracted pool builder to provide you with a Home Warranty Insurance certificate, where the supply and installation value of the contract (or in some instances the install value only) is above a certain sum (typically \$20,000 but may be less in some jurisdictions).

Home Warranty Insurance is designed to protect you (the home owner) against losses caused by the death, disappearance or insolvency of your contracted builder. Home Warranty Insurance may cover losses incurred by you during the construction period, or within a defined period after completion (typically up to 6 years). Such losses can include additional costs to complete the construction, along with any defective works resulting in a breach of statutory warranties.

Where any works are not completed, or where you believe there are defective works that are not rectified, and your contracted pool builder is unresponsive, you can refer the matter to the local consumer protection body in your jurisdiction.

Home & Contents Insurance

It should also be noted that installation and product warranties do not provide blanket cover for every type of damage or failure that may occur over the period of your pool ownership. Firstly, warranties are typically for a fixed period of time, and secondly, warranties are subject to conditions, exclusions, and limitations.

Therefore, it is strongly recommended that you insure your pool project against unexpected events or accidents. This can be as simple as updating your home and contents insurance to include the improvements to your property related to the new swimming pool project, and ensuring that you have the appropriate type of home and contents cover.

An 'Accidental Damage' policy may provide you with broader home and contents insurance coverage than a 'Defined Events' policy, so ensure you discuss with your Insurer or Insurance Advisor.

Mandatory Pool Registration

Most State governments now require the pool owner to complete an online registration of their swimming pool. Fines may apply if a pool owner fails to comply, and in the States where this is applicable, registration of the swimming pool is required before the pool owner's property can be sold.



Triple Guarantee Warranty

COMPASS POOLS CAN OFFER YOU THE PEACE OF
MIND REASSURANCE THAT COMES WITH:

- Compass Pools ceramic composite pool technology and patented hydrostatic valve technology;
- a transferable and exclusive Triple Guarantee Warranty; and
- the confidence knowing that our Warranty complies with the requirements of the Australian Consumer Law.



Compass Pools Australia's

TRIPLE GUARANTEE WARRANTY

Compass Pools Australia Pty Ltd (Compass Pools) has been proudly manufacturing fibreglass pools in Australia since 1980. Compass Pools pioneered world-leading fibreglass Pool Shell technology through the introduction of our patented ceramic composite design in the mid 1990's and through the introduction of our patented hydrostatic relief valve design in the mid 2010's.

As the owner of a Compass Pools Ceramic Composite Pool, you have the peace of mind of knowing that your Pool Shell has been designed to provide many years of trouble-free use and enjoyment. This Warranty comprises our Interior Surface Warranty, our Structural Warranty, and our Hydrostatic Warranty, together referred to as our Triple Guarantee Warranty.

Compass Pools Ceramic Composite Pool Shells are structurally designed and engineer certified in accordance with Australian Standard AS1838 Manufacturing Code. Pool Shells manufactured by Compass Pools comprise a composite structure, including the interior gelcoat surface, the internal layers, the exterior structure and the fittings built into the Pool Shells at the time of their manufacture.

Australian Customers

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.

In determining if a failure is major or minor, Compass Pools' expert opinion on whether damage can be repaired is prima facie conclusive.

The benefits of this Warranty are in addition to any rights and remedies imposed by Australian, State and Federal legislation that cannot be excluded.

Type of Warranty

Refer to Pool Owner details on the cover of this guide to determine which type of Pool Shell you have, either EVEC 200 series or EVEC 300/500 series.

For EVEC 200 series Pool Shells, refer to page 26, and 32-33 for Warranty.

For EVEC 300/500 series Pool Shells, refer to page 27, 32-33 for Warranty.

Transfer of Warranty

This Warranty is transferable from the original purchaser of the Pool Shell to subsequent owners at the original installation location. The transferability of this Warranty to subsequent owners is subject to the conditions, limitations and exclusions set out in this Warranty.

To confirm the transfer of this Warranty, subsequent owners must complete the "Transfer of Warranty" application form, which is available by emailing info@compasspools.com.au

Triple Guarantee Warranty

EVEC 200 CERAMIC COMPOSITE POOL SHELL WARRANTY CERTIFICATE

Limited 7 Year Interior Surface Pool Shell Warranty (including osmotic blistering)(“Interior Surface Warranty”)

Subject to the conditions, limitations and exclusions set out within this Warranty, Compass Pools warrants the interior surface of the Pool Shell against manufacturing and material defects (including osmotic blistering) for a period of 7 years from the Commencement Date.

Limited 25 Year Structural Pool Shell Warranty (including osmotic blistering)(“Structural Warranty”)

Subject to the conditions, limitations and exclusions set out within this Warranty, Compass Pools warrants the Pool Shell against structural failure caused by manufacturing and material defects, including structural failure as a result of osmotic blistering, for a period of 25 years from the Commencement Date.

“Structural failure” refers to the inability of the installed Pool Shell to maintain its water tight integrity.

Limited Lifetime Hydrostatic Pool Shell Warranty (“Hydrostatic Warranty”)

Subject to the conditions, limitations and exclusions set out within this Warranty, Compass Pools warrants the Pool Shell against structural failure caused by hydrostatic pressure, for the lifetime of the original purchaser from the Commencement Date at the original installation location.

“Structural failure” refers to the inability of the installed Pool Shell to maintain its water tight integrity.

On transfer of ownership of property (where the Pool Shell is installed) from the original purchaser to subsequent owners, the term of the Hydrostatic Warranty will be reduced to 25 years from the Commencement Date.

NOTES

- See Terms of Warranty on pages 32-33
- Refer to pool owner details on the cover of this guide to determine which type of warranty applies to your pool shell.

Triple Guarantee Warranty

EVEC 300/500 CERAMIC COMPOSITE POOL SHELL WARRANTY CERTIFICATE

Limited 10 Year Interior Surface Pool Shell Warranty (including osmotic blistering) (“Interior Surface Warranty”)

Subject to the conditions, limitations and exclusions set out within this Warranty, Compass Pools warrants the interior surface of the Pool Shell against manufacturing and material defects (including osmotic blistering) for a period of 10 years from the Commencement Date.

Limited Lifetime Structural Pool Shell Warranty (including osmotic blistering) (“Structural Warranty”)

Subject to the conditions, limitations and exclusions set out within this Warranty, Compass Pools warrants the Pool Shell against structural failure caused by manufacturing and material defects, including structural failure as a result of osmotic blistering, for the lifetime of the original purchaser from the Commencement Date at the original installation location.

“Structural failure” refers to the inability of the installed Pool Shell to maintain its water tight integrity.

On transfer of ownership of property (where the Pool Shell has been installed) from the original purchaser to any subsequent owners, the term of the Structural Warranty will be reduced to 25 years from the Commencement Date.

Limited Lifetime Hydrostatic Pool Shell Warranty (“Hydrostatic Warranty”)

Subject to the conditions, limitations and exclusions set out within this Warranty, Compass Pools warrants the Pool Shell against structural failure caused by hydrostatic pressure, for the lifetime of the original purchaser from the Commencement Date at the original installation location.

“Structural failure” refers to the inability of the installed Pool Shell to maintain its water tight integrity.

On transfer of ownership of property (where the Pool Shell is installed) from the original purchaser to subsequent owners, the term of the Hydrostatic Warranty will be reduced to 25 years from the Commencement Date.

NOTES

- See Terms of Warranty on pages 32-33
- Refer to pool owner details on the cover of this guide to determine which type of warranty applies to your pool shell.

Express Pool Warranty

COMPASS POOLS CAN OFFER YOU THE PEACE OF MIND REASSURANCE THAT COMES WITH:

- Compass Pools ceramic composite pool technology and patented composite exoskeleton technology;
- A transferable Express Pool Warranty; and
- The confidence knowing that our Warranty complies with the requirements of the Australian Consumer Law.



Compass Pools Australia's

EXPRESS POOL WARRANTY

Compass Pools Australia Pty Ltd (Compass Pools) has been proudly manufacturing fibreglass pools in Australia since 1980. Compass Pools pioneered world-leading fibreglass Pool Shell technology through the introduction of our patented ceramic composite design in the mid 1990's and through the introduction of our recently patented composite exoskeleton support structure for free-standing Express Pools.

As the owner of a Compass Pools Ceramic Composite Express Pool, you have the peace of mind of knowing that your Pool Shell has been designed to provide many years of trouble-free use and enjoyment. This Warranty comprises our Interior Surface Warranty, our Structural Warranty, and our Exoskeleton Warranty, together referred to as our Express Pool Warranty.

Compass Pools Ceramic Composite Express Pool Shells are structurally designed and engineer certified in accordance with Australian Standard AS1838 Manufacturing Code. Pool Shells manufactured by Compass Pools comprise a composite structure, including the interior gelcoat surface, the internal layers, the exterior structure and the fittings built into the Pool Shells at the time of their manufacture. Express Pools also comprise a composite exoskeleton support structure.

Australian Customers

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.

In determining if a failure is major or minor, Compass Pools' expert opinion on whether damage can be repaired is prima facie conclusive.

The benefits of this Warranty are in addition to any rights and remedies imposed by Australian, State and Federal legislation that cannot be excluded.

Type of Warranty

Refer to Pool Owner details on the cover of this guide to determine which type of Pool Shell you have, either EVEC 200 series or EVEC 300 series.

For EVEC 200 series Pool Shells, refer to pages 30, and 32-33 for Warranty.

For EVEC 300 series Pool Shells, refer to page 31, 32-33 for Warranty.

Transfer of Warranty

This Warranty is transferable from the original purchaser of the Pool Shell to subsequent owners at the original installation location. The transferability of this Warranty to subsequent owners is subject to the conditions, limitations and exclusions set out in this Warranty.

To confirm the transfer of this Warranty, subsequent owners must complete the "Transfer of Warranty" application form, which is available by emailing info@compasspools.com.au

Express Pool Warranty

EVEC 200 CERAMIC COMPOSITE POOL SHELL WARRANTY CERTIFICATE

Limited 7 Year Interior Surface Pool Shell or 3 Year Interior Surface Spa Shell Warranty (including osmotic blistering)(“Interior Surface Warranty”)

Subject to the conditions, limitations and exclusions set out within this Warranty, Compass Pools warrants the interior surface of the Pool Shell against manufacturing and material defects (including osmotic blistering) for a period of 7 years from the Commencement Date, or 3 years for the Spa Shell.

Limited 25 Year Structural Pool Shell or Spa Shell Warranty (including osmotic blistering) (“Structural Warranty”)

Subject to the conditions, limitations and exclusions set out within this Warranty, Compass Pools warrants the Pool Shell or Spa Shell against structural failure caused by manufacturing and material defects, including structural failure as a result of osmotic blistering, for a period of 25 years from the Commencement Date, but excluding structural failure caused by manufacturing and material defects associated with the composite exoskeleton support structure (See Exoskeleton Warranty).

“Structural failure” refers to the inability of the supported Pool Shell to maintain its water tight integrity, provided the foundation slab complies with Express Pools engineering requirements. Rigid plumbing and fittings supplied with the Pool Shell or Spa Shell are warranted for a period of 2 years from the Commencement Date. Flexible plumbing and fittings supplied with the Pool Shell or Spa Shell are warranted for a period of 1 year from the Commencement Date.

Limited 10 Year Pool Shell or Spa Shell Exoskeleton Warranty (“Exoskeleton Warranty”)

Subject to the conditions, limitations, and exclusions set out within this Warranty, Compass Pools warrants the Pool Shell or Spa Shell against structural failure caused by manufacturing and material defects associated with the composite exoskeleton support structure, for a period of 10 years from the Commencement Date.

“Structural failure” refers to the inability of the supported Pool Shell to maintain its water tight integrity, provided the foundation slab complies with Express Pools engineering requirements. Rigid plumbing and fittings supplied with the Pool Shell or Spa Shell are warranted for a period of 2 years from the Commencement Date. Flexible plumbing and fittings supplied with the Pool Shell or Spa Shell are warranted for a period of 1 year from the Commencement Date.

NOTES

- See Terms of Warranty on pages 32-33
- Refer to pool owner details on the cover of this guide to determine which type of warranty applies to your pool shell.

Express Pool Warranty

EVEC 300 CERAMIC COMPOSITE POOL SHELL WARRANTY CERTIFICATE

Limited 10 Year Interior Surface Pool Shell or 5 Year Interior Surface Spa Shell Warranty (including osmotic blistering)(“Interior Surface Warranty”)

Subject to the conditions, limitations and exclusions set out within this Warranty, Compass Pools warrants the interior surface of the Pool Shell against manufacturing and material defects (including osmotic blistering) for a period of 10 years from the Commencement Date, or 5 years for the Spa Shell.

Limited Lifetime Structural Pool Shell or Spa Shell Warranty (including osmotic blistering) (“Structural Warranty”)

Subject to the conditions, limitations and exclusions set out within this Warranty, Compass Pools warrants the Pool Shell or Spa Shell against structural failure caused by manufacturing and material defects, including structural failure as a result of osmotic blistering, for the lifetime of the original purchaser from the Commencement Date at the original installation location, but excluding structural failure caused by manufacturing and material defects associated with the composite exoskeleton support structure. (See Exoskeleton Warranty).

“Structural failure” refers to the inability of the supported Pool Shell to maintain its water tight integrity, provided the foundation slab complies with Express Pools engineering requirements. Rigid plumbing and fittings supplied with the Pool Shell or Spa Shell are warranted for a period of 2 years from the Commencement Date. Flexible plumbing and fittings supplied with the Pool Shell or Spa Shell are warranted for a period of 1 year from the Commencement Date.

Limited 10 Year Pool Shell or Spa Shell Exoskeleton Warranty (“Exoskeleton Warranty”)

Subject to the conditions, limitations, and exclusions set out within this Warranty, Compass Pools warrants the Pool Shell or Spa Shell against structural failure caused by manufacturing and material defects associated with the composite exoskeleton support structure, for a period of 10 years from the Commencement Date.

“Structural failure” refers to the inability of the supported Pool Shell to maintain its water tight integrity, provided the foundation slab complies with Express Pools engineering requirements. Rigid plumbing and fittings supplied with the Pool Shell or Spa Shell are warranted for a period of 2 years from the Commencement Date. Flexible plumbing and fittings supplied with the Pool Shell or Spa Shell are warranted for a period of 1 year from the Commencement Date.

NOTES

- See Terms of Warranty on pages 32-33
- Refer to pool owner details on the cover of this guide to determine which type of warranty applies to your pool shell.

Warranty Terms

COMPASS POOLS EVEC 200/300/500 AND EXPRESS POOLS EVEC 200/300

Interpretation and Conditions of Warranty

1. Unless indicated otherwise, "Warranty" means the Interior Surface Warranty, the Structural Warranty, and the Hydrostatic Warranty (Compass Pools only) and Exoskeleton Warranty (Express Pools only).
2. The "Commencement Date" of this Warranty is the earlier of the following dates:
 - (a) the date that the Pool Shell was first filled with water; or
 - (b) 30 days after the date of the delivery of the Pool Shell to the original purchaser's site address
3. Before making a claim under this Warranty in relation to any alleged defects, you must take all reasonable steps to make claims on any relevant insurance policies that you have that may cover damage to the Pool Shell and/or its surrounds.
4. The Pool Shell must have been manufactured by Compass Pools.
5. A purchaser making any claim under this Warranty must provide proof of purchase details that match Compass Pools' serial number and/or other identifying records for the Pool Shell.
6. The Pool Shell must have been installed by an authorised Compass Pools Dealer or its nominee (not applicable for Express Pools).
7. The Pool Shell must have been installed in compliance with Australian Standards AS 1839 and AS 1926.3.
8. The Pool Shell must have been installed in compliance with Compass Pools' and Express Pools' engineering, installation and concrete coping/slab specifications, with due consideration to site drainage requirements and to site soil/clay reactivity and related requirements.
9. The Pool Shell must have been fitted with the MP Hydro hydrostatic relief valve, unless otherwise approved by Compass Pools at the time of manufacture, and such hydrostatic relief valve must have been connected to an approved standpipe system in accordance with Compass Pools engineering and installation specifications.
10. When draining of the Pool Shell is necessary, it must be completed by an Authorised Compass Pools Dealer or its nominee, in accordance with a method that is approved by Compass Pools (not applicable for above-ground pools).
11. Only an authorised Compass Pools repair agent may carry out repairs to the Pool Shell and its interior surface. Please contact Compass Pools for details of the authorised repair agent near you.

Limitations of Warranty

1. The Pool Shell does not include and this Warranty does not cover, any concrete and tiles, concrete coping and pavers, foundation slab (for Express Pools), cosmetic joint sealants, pool lights and other equipment, or any modification or addition to the Pool Shell that occurs outside of the Pool Shell manufacturing process.
2. Plumbing pipes and fittings, skimmer boxes, suction and returns outlets and other fittings are also excluded from the Pool Shell and from this Warranty, except for Express Pool pre-plumbing where applicable.
3. With the exception of the reduced terms of the Structural Warranty and Hydrostatic Warranty, the conditions, limitations and exclusions set out in this Warranty will apply to subsequent owners in the event of the transfer of ownership of the Pool Shell from the original purchaser as well as any subsequent purchasers.
4. Gradual, subtle and consistent changes over time to the interior surface of the Pool Shell are normal and do not give cause for a claim under this Warranty, including such changes that may result from long-term and/or continuous use of a pool heating system.
5. The nature of fibreglass allows for the repair of almost any damage that can occur. The method of repair can vary and will be determined by Compass Pools should a claim be accepted under this Warranty.
6. Where repair work is performed on the Pool Shell's interior surface, there may be some slight colour variation between the repaired area and the original Pool Shell surface. This is normal and does not give cause for a claim under this Warranty.
7. Where repair work is performed on the Pool Shell, there may be some slight dimensional variation between the repaired area and the original Pool Shell. This is normal and does not give cause for a claim under this Warranty.
8. The repair or replacement of the Pool Shell is the absolute limit of Compass Pools' liability under this Warranty.
9. Compass Pools makes no express warranties or representations other than as set out in this Warranty.

Exclusions of Warranty

This Warranty does not cover any damage caused by any:

1. failure of the original purchaser or any subsequent owners to follow the guidelines set out in the Compass Pools Pool Owner's Guide ("Pool Owner's Guide");
2. failure to maintain water chemistry in accordance with the Pool Owner's Guide [including damage caused by excessive chlorine levels and/or excessive pH levels];

3. incorrect use of a pool cover, including failure to comply with cover manufacturer's guidelines, including failure to remove the cover regularly to help prevent excessive chlorine levels from building up;
4. incorrect installation, maintenance, and/or improper use of pool equipment and chemicals;
5. incorrect and/or improper use of cleaning devices, or faulty cleaning devices, used to clean the Pool Shell;
6. failure to cover the fibreglass coping with pavers, tiles or other similar products, as set out in the Pool Owner's Guide;
7. incorrect installation and/or maintenance of the MP Hydro hydrostatic relief valve (or other such hydrostatic relief valve) and connected standpipe system.
8. intentional and/or accidental drainage of water below the skimmer box (not applicable for above-ground pool);
9. external ground water levels exceeding the internal Pool Shell water levels, in accordance with the Pool Owner's Guide;
10. installation of the Pool Shell which is not performed in accordance with the conditions listed in this Warranty (in particular damage caused by inadequate and/or non-existent surface drainage and/or sub-soil drainage systems, as well as damage caused by incorrect installation of concrete coping beam and/or extended concrete surrounds and damage caused by incorrect installation of foundation slab (for Express Pools);
11. future on-site works (including, without limitation, landscaping and/or extended concrete surrounds) that may impact on the Pool Shell's surface drainage and/or sub-soil drainage systems and/or concrete coping beam and/or foundation slab;
12. misuse and abuse of Pool Shell, including any actions of the owners or their service providers that results in staining and/or chemical corrosion/scaling of the gelcoat surface;
13. earthquakes or other acts of God; and
14. repairs undertaken by anyone other than an authorised Compass Pools repair agent.

Warranty Claim Procedure

1. Any claim made under this Warranty must be made in writing, as soon as possible after any defect giving rise to a claim under this Warranty becomes apparent.
2. In order to process a claim under this Warranty, Compass Pools will determine if a claim is valid by considering the conditions, limitations and exclusions listed in this Warranty.
3. In order to determine if there are any conditions, limitations and exclusions applicable to a claim under this Warranty, Compass Pools will ask for information from the purchaser making the claim with the assistance of the Compass Pools Dealer nominated under this Warranty.
4. This information will include (without limitation):
 - (a) a completed Warranty Claim Application Form;
 - (b) the Warranty Certificate and relevant building

- certification documents;
 - (c) a detailed description (and any further information) regarding the damage giving rise to a claim under this Warranty, including photographs; and
 - (d) any other information that Compass Pools deems to be relevant.
5. Upon receipt of a Warranty Claim, Compass Pools will consider whether it is necessary to inspect the applicable Pool Shell to assess the validity of the Warranty Claim.
 6. A purchaser making a claim under this Warranty shall bear the costs of claiming the Warranty.
 7. A purchaser making a claim under this Warranty must provide all information requested by Compass Pools within 90 days of Compass Pools' request in order to be entitled to make a claim under this Warranty.
 8. Compass Pools will take no longer than 90 days to determine the claim once all requested information has been supplied by the purchaser making a claim.
 9. If a claim is accepted by Compass Pools and a repair or replacement work is to be carried out, access must be provided to the Pool Shell during normal business hours.
 10. All claims and associated documentation must be sent via mail or email to The Warranty Manager, 19 School Drive, Tomago NSW 2322 or warranty@compasspools.com.au
 11. In order to obtain a Warranty Claim Application Form, please email warranty@compasspools.com.au or call (02) 4964 8692 and ask to speak with the Warranty Manager.

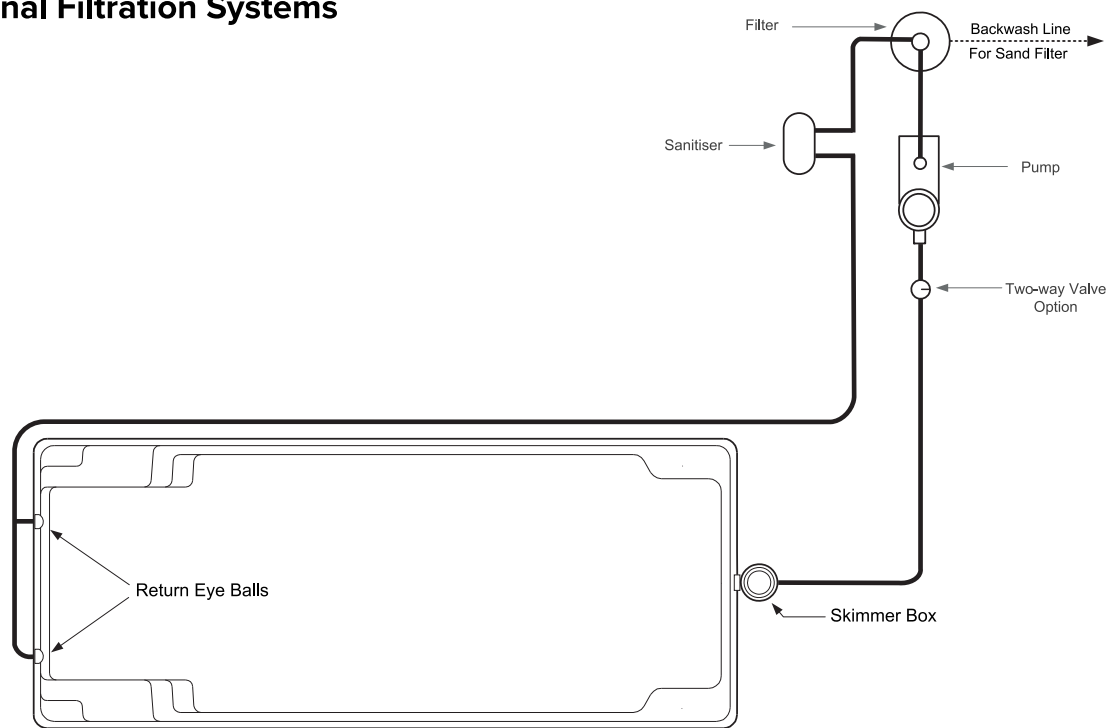
It is your responsibility as the pool owner to follow the 'Care & Maintenance' instructions in this Pool Owner's Guide (see pages 14-19).

Failure to comply with any of your responsibilities that results in damage to your pool shell's gelcoat surface or structure, may invalidate this Warranty. All subsequent owners of the Pool Shell must notify Compass Pools of any transfer of ownership of the Pool Shell from the original purchaser as well as any subsequent purchasers.

SUPPLEMENTARY 1*

FILTRATION SYSTEMS – TRADITIONAL

Traditional Filtration Systems



While filtration systems may differ in regard to the filter type etc, they will all have the following basic features:

- A skimmer box into which the water inflow carries surface debris such as leaves, oil etc into the start of the filtration system
- An initial leaf basket in the skimmer box to trap leaves and large debris before water is sucked through the filter pump. It is also beneficial to fit a filter sock to the leaf basket to entrap further debris
- A secondary hair and lint basket on the front of the filter pump
- A filter which removes solids from the water
- Eye-ball fitting(s) that return filtered and sanitised water to the shallow end of the pool, usually close to the surface level to assist with skimming

Note: To prevent rubbish inhibiting water flow and causing pump starvation these baskets need to be cleaned regularly.



*This supplementary does not apply to Express Pools. For specific information, contact your Express Pool supplier.

1. How Long to Run the Filtration System

It is generally recommended that your pool water be filtered (turned over) a minimum of once, but ideally 2 times per day. Pool turnover can be reduced in winter months when the pool is not being used.

Refer to the flow rate of your pool filtration pump as per the manufacturers specifications based on your pools installation. Then, using the pool volume listing in the Water Chemistry supplementary section of this manual, you will be able to establish how long it will take to turn over the pool volume for your specific installation.

It is preferable to divide these times into two equal cycles, one in the morning, and one in the evening.

	SUMMER	8 - 10 hours per day
	AUTUMN/SPRING	6 - 8 hours per day
	WINTER	3 - 6 hours per day

Notes: If using a saltwater chlorinator, or other chlorination device, ensure you have sufficient chlorine generation for your predetermined filtration running times.

If using a variable speed or multi speed filtration pump, running times may need to be extended to achieve adequate turnover and filtration of the pool water. Contact your authorised pool technician for appropriate running times.

Always keep the water level as high as possible (3/4 up the skimmer box is ideal). Never let the water level get below the mouth of the Skimmer Box as this may result in your pool pump running dry, which will void the manufacturers warranty.

When your pool is being used, it is recommended that your pool filtration system is running.



2. Types of Filters

All filtration relies on removing solid matter from the water as it is pumped through the filtration medium. There are two types of filtration, these are currently Sand filters and Cartridge filters. Both types have high flow characteristics and are highly efficient. However, they all require cleaning to remove entrapped solids.

Failure to clean the filter will result in reduced filtration flow.

Regular cleaning, as indicated by the pressure gauge, is therefore essential. Cleaning methods will depend on the filter type.

3. The Pressure Gauge

As the process of filtering the pool water continues, the filter collects solids from the pool water. These solids build up over a period of time. As this build up increases, the gauge pressure rises accordingly.

Refer to owner's manual to determine maximum pressure for individual systems, i.e. Sand or Cartridge before cleaning.

Note: It is recommended that you take a note of the pressure when the filter is clean to determine the normal operating pressure so as to know when the filter requires cleaning.

Pressure gauges can fail. However they are inexpensive and simple to replace. Always use a spanner on the nut of the gauge and DO NOT try to tighten by using the gauge body – DO NOT OVERTIGHTEN.

4. Cartridge Filters

Cartridge filters are cleaned by dismantling and hosing down the filter elements. There are also special cartridge cleaners available for soaking the filter elements prior to hosing down.

Cleaning the Cartridge Filter

- Switch the pump OFF.
- Close any valves to stop water flow during cleaning process.
- Bleed air pressure by opening bleed screw in the lid.
- Remove the filter lid.
- Remove the cartridge and clean as per manufacturers recommendations
- Replace the cartridge and lid, make sure "O" ring is seated correctly
- Re-open any valves closed in step 2 above
- Switch the pump on.
- Bleed air by opening bleed screw in the lid.
- Check for leaks.
- Clean the filter elements monthly, or as necessary

5. Sand Filters

Sand filters are cleaned in "Backwash" mode, which is to reverse the flow of the water through the filter tank to flush the rubbish to waste.

Backwashing the Sand Filter

Switch the pump off

Turn the rotary valve handle to “Backwash” position

Switch the pump on

Run the pump motor until the water in the valve sight glass (if fitted) is completely clear. Alternatively, visually check the water going to waste.

Switch the pump off

Turn the rotary handle to “Rinse” position (Never turn the multiport valve whilst the pump is ON. It must always be OFF).

Switch the pump motor on

Run the pump motor until the water in the valve sight glass (if fitted) is completely clear. Alternatively, visually check the water going to waste.

Switch the pump off

Return to the “Filter” position

Switch the pump on.

6. General Equipment Maintenance Requirements

Skimmer Box & Pump Baskets

Regularly clean the baskets. Remove any small pieces of vegetation. Examine basket for any splits. Sometimes a split can be hidden in the plastic pattern. Replace split basket even if it does not appear to be bad. The basket in position with the water flow opens up the split and lets debris through to the pump and usually inhibits the water flow. Filter socks are available to catch debris and further protect the baskets. Avoid hitting baskets on the ground to dislodge debris, as this will only split the basket. Use a hose to clean the baskets.

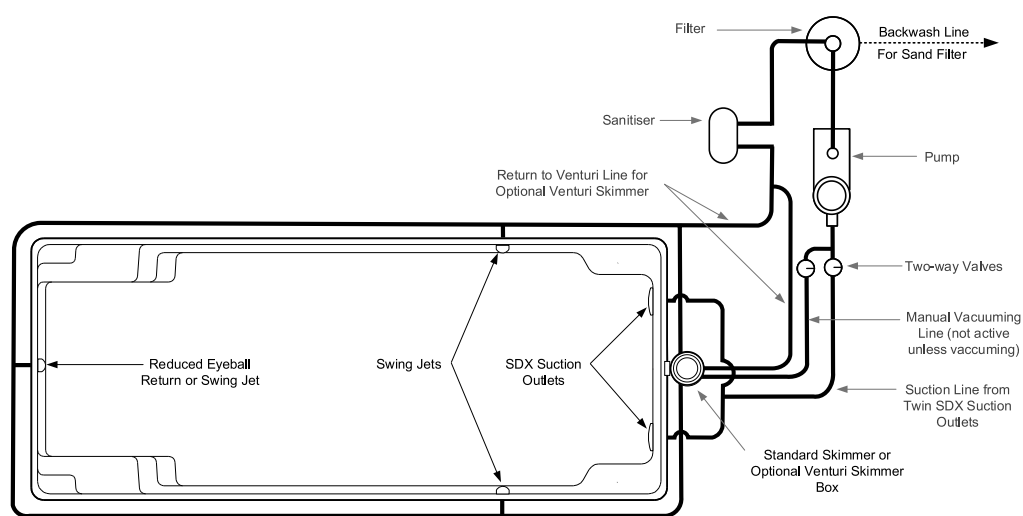
Other Pool Equipment

For general maintenance on other pool equipment fitted to your pool, i.e. Chlorinators, Pool Lights etc, please refer to the manufacturer’s instructions.

Your pool equipment is covered by the original equipment manufacturer’s warranty. Refer to Operator Manual for service requirements. It is a good idea to house the pool equipment undercover as this protects components from weather and damaging ultra-violet rays.

FILTRATION SYSTEMS – OPTIONAL COMPASS LOGIC

Optional Compass Logic Filtration System



An optional Compass Logic filtration system has the same basic features of a traditional filtration system, as well as the following additional features:

- An optional Venturi skimmer box that supercharges the skimming process when using a variable speed or multi speed filtration pump at low speed
- Swing jets that return filtered and sanitised water to all areas of the pool including the deeper parts
- Wall drains that remove water from the deeper parts of the pool as it is sucked through the filter pump

Note: Filtration pump running times are typically lower for optional Compass Logic filtration systems compared with traditional filtration systems, at lower speeds.



SUPPLEMENTARY 2*

OPTIONAL VANTAGE CLEANING AND CIRCULATION SYSTEM

How Long To Run The Vantage System - Dual Pump Method

It is necessary to run your Vantage booster pump at the same time as your filter pump and divide into 2 equal cycles, one in the morning and one in the evening. Your filter pump will need to run for longer hours than your booster pump to achieve adequate filtration and sanitisation.

Refer to the Vantage Owner's Guide for recommended plumbing diagram and full operating details.

	SUMMER	2 - 4 hours per day (booster pump only)
	AUTUMN/SPRING	1 - 3 hours per day (booster pump only)
	WINTER	1 - 3 hours per day (booster pump only)

Notes: Vantage is both an in-floor cleaning and circulation system, so individual running times may vary due to actual debris loads and the time of year.

If you are using a variable speed or multi speed Vantage pump, ensure a minimum pump speed (when in cleaning mode) to achieve 18-22kpa on the water valve pressure gauge.

Some Vantage systems were originally sold and installed as Vantage Provision. If you have a Vantage Provision system and you would like to have it enabled, contact your local authorised Compass Pools Dealer for a quote to enable the Vantage Cleaning and Circulation System.

*This supplementary does not apply to Express Pools. For specific information, contact your Express Pool supplier.

How Long To Run The Vantage System - Single Pump Method

It is advisable to run your single pump in both cleaning and filtration modes and divide into two equal cycles, one in the morning and one in the evening. Your single pump will need to run in filtration mode for longer hours than indicated below to achieve adequate filtration and sanitisation.

Refer to the Vantage Owner's Guide for recommended plumbing diagram and full operating details.

	SUMMER	2 - 4 hours per day (cleaning mode only)
	AUTUMN/SPRING	1 - 3 hours per day (cleaning mode only)
	WINTER	1 - 3 hours per day (cleaning mode only)

Notes: Vantage is both an in-floor cleaning and circulation system, so individual running times may vary due to actual debris loads and the time of year.

If you are using a variable speed or multi speed Vantage pump, ensure a minimum pump speed (when in cleaning mode) to achieve 18-22kpa on the water valve pressure gauge.

Some Vantage systems were originally sold and installed as Vantage Provision. If you have a Vantage Provision system and you would like to have it enabled, contact your local authorised Compass Pools Dealer for a quote to enable the Vantage Cleaning and Circulation System.



SUPPLEMENTARY 3

COMPASS POOL VOLUMES

SPAS	LITRES	WADERS	LITRES
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X-Trainer Spa	2,000/2,200	Wader 3.1	1,990
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POOLS	LITRES	POOLS	LITRES
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X-Trainer 5.8 Slimline	12,700	Courtyard 4.5	12,000
X-Trainer 5.8	14,600	Courtyard 7.0	18,500
X-Trainer 7.15 Slimline	22,000	Plunge 2.8/Fiji Spa 2.8	4,050
X-Trainer 7.2	27,900	Plunge 3.8/Fiji Spa 3.8	5,750
X-Trainer 8.2 Slimline	24,500	Plunge 5.0	17,500
X-Trainer 8.2	35,900	Plunge 6.2	23,000
X-Trainer 9.4	43,000	Relax 4.0	6,700
X-Trainer 10.2	48,500	Relax 5.2	9,500
X-Trainer 11.8	56,600	Relax 6.3	10,100
Vogue 7.15 Slimline	17,100	Refresh 6.1	9,400
Vogue 7.15	22,300	Refresh 6 Max	15,000
Vogue 8.2 x 3.45	25,200	Sanctuary 4.8	14,600
Vogue 8.2 x 4.2	32,900	Sanctuary 6.0 Narrow	19,600
Vogue 9.4	39,800	Sanctuary 6.0	25,800
Vogue 10.2	44,500	Sanctuary 7.0	31,200
Contemporary 8.3	37,600	Sanctuary 7.0 Narrow	24,300
Contemporary 9.5	45,300	Sanctuary 8.2 Narrow	31,300
Contemporary 10.9	53,700	Sanctuary 8.2	38,300
Fast Lane 10.3	28,600	Sanctuary 9.4	46,800
Fast Lane 12.3	34,600	Sanctuary 10.6	52,900

Custom Length Fast Lane Allow approximately 2,850 litres per metre

Custom Length Contemporary Allow base litres of 56,400 plus 5,600 litres for every metre in length over 12 metres

Beaches & Benches Allow base litres of 900 for 1.9-2.7m models plus 360 litres for every metre in length over 2.7

The above calculations are an estimate only. If your pool has been customised with any beaches or benches, please contact your local authorised Compass Pools dealer for specific additional volumes.



This Pool Owner's Guide (guide) provides important information about the proper care, maintenance, and safe use of your Compass pool. This guide is to be used in conjunction with applicable Council regulations, Australian Standards, and industry codes of practice, and if there is any discrepancy with this guide, then the regulations, Standards, or codes will always prevail. As a user of this guide, you acknowledge that Compass Pools Australia and its agents are not responsible for any accident or damage that occurs as a result of omission, misinterpretation, or failure to follow this guide.