

# SPECK® BADU® STREAM II

---

INSTALLATION, OPERATING AND SERVICE MANUAL

IMPORTANT SAFETY INSTRUCTIONS READ AND FOLLOW ALL INSTRUCTIONS BADU® STREAM II  
COUNTERSTREAM SWIMMING UNIT U.S. PATENT NO. 3.977.027 OWNER IS MANUAL



Pool Products for Pure Enjoyment

# SPECK® BADU® STREAM II

---

## INSTALLATION, OPERATING AND SERVICE MANUAL

IMPORTANT SAFETY INSTRUCTIONS READ AND FOLLOW ALL INSTRUCTIONS BADU® STREAM II  
COUNTERSTREAM SWIMMING UNIT U.S. PATENT NO. 3.977.027 OWNER 1S MANUAL


1.0	SAFETY INFORMATION .....	3
2.0	INTRODUCTION AND PLANNING.....	4
3.0	PLUMBING .....	6
4.0	INSTALLATION .....	7
5.0	NOZZLE ADJUSTMENT INSTRUCTIONS .....	11
6.0	OPERATION.....	12
7.0	PARTS LIST .....	14
8.0	FREQUENTLY ASKED QUESTIONS .....	16
9.0	WARRANTY .....	17

---

## 1.0 SAFETY INFORMATION

1.1.1 When installing and using this electrical equipment, basic safety precautions should always be followed, including the following:

### 1.1.2 READ AND FOLLOW ALL INSTRUCTIONS.

1.1.3  **WARNING:** To reduce the risk of injury, do not permit children to use this equipment unless they are closely supervised at all times. Failure to adhere to this and all other warnings could result in serious injury or death.

1.1.4 A licensed electrician is required for all wiring connections.

1.1.5 **TO REDUCE RISK OF ELECTRICAL SHOCK**, connect all ground wires to grounding terminal located in the control box. Use no smaller than a No. 12 AWG (3.3 mm<sup>2</sup>) wire.

1.1.6 **TO REDUCE RISK OF ELECTRICAL SHOCK**, a bonding connector is provided on the motor for bonding of local ground points such as water pipes, metal ladders/handrails, or other metal within 5 feet of the pool. All local ground points should be bonded with a No. 8AWG (8.4mm<sup>2</sup>) wire. Never use gas piping as an electrical ground.





1.1.7 All electrical equipment should be installed in accordance with local codes.


1.1.8 **DO NOT** store or use gasoline or other flammable vapours or liquids in the vicinity of this equipment. **DO NOT** store pool chemicals near the equipment.

1.1.9 **DO NOT** remove any safety alert labels such as **DANGER**, **WARNING**, or **CAUTION**. Keep safety alert labels in good condition and replace missing or damaged labels.

1.1.10 Keep and read all equipment manuals. Adhere to all of their instructions.

1.1.11  **WARNING:** Stay alert, watch what you are doing and use common sense. **DO NOT** use unit if you are tired and/or exhausted. **DO NOT** use unit while under the influence of drugs, alcohol, or any medications.

1.1.12  **WARNING:** Consult your physician before exercising with the **BADU®STREAM II** or using the massage hose.

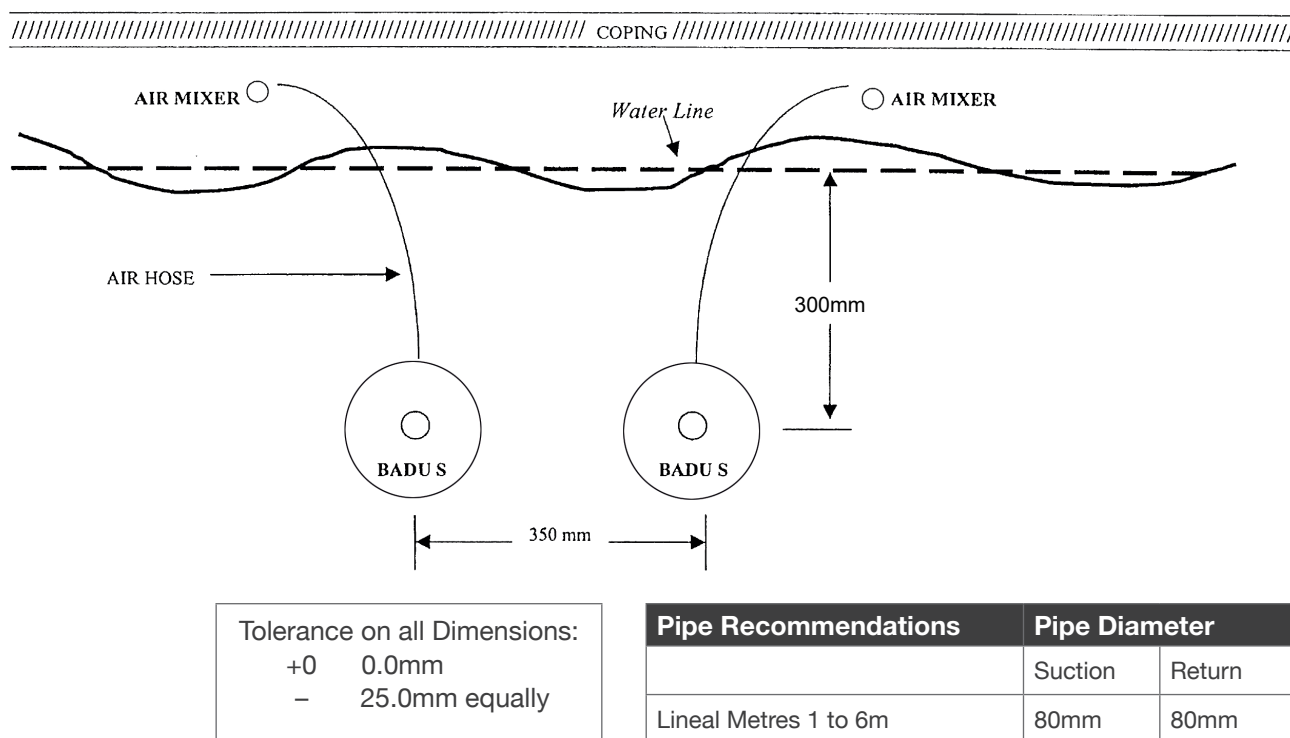
1.1.13  **WARNING: DO NOT** use or operate the **BADU®STREAM II** if the square, anti-entrapment cover is missing, broken or loose.

1.1.14 **SAVE THESE INSTRUCTIONS!** Refer to them frequently and use them to instruct third party users.

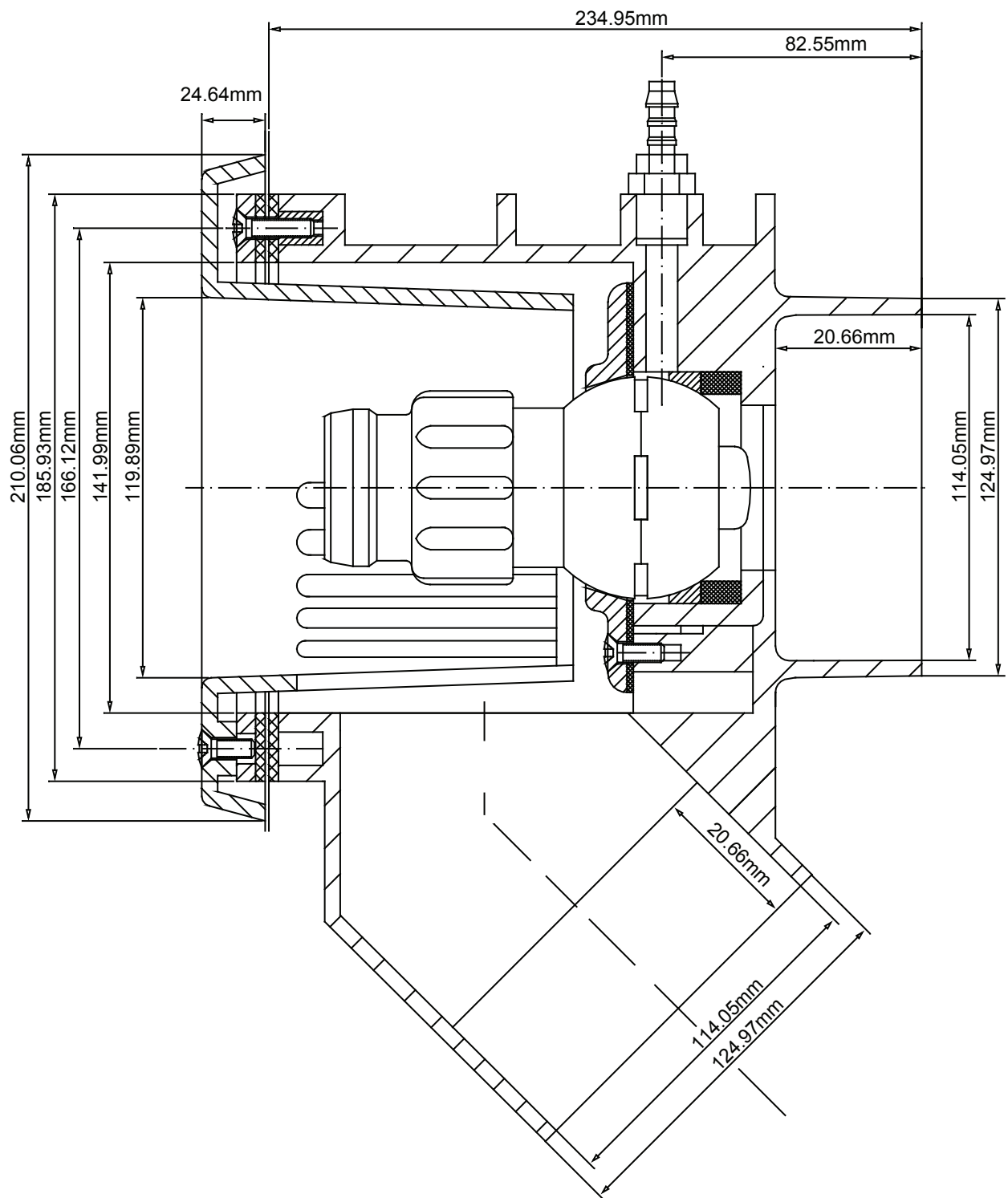
## 2.0 INTRODUCTION AND PLANNING

- 2.1.1 The **BADU®STREAM II** is normally incorporated into the original pool design. However, it can be added to any pool at a later date.
- 2.1.2 The **BADU®STREAM II** has no protruding parts, ensuring the pool user's safety. It is very compact and installs at minimal cost.
- 2.1.3 The **BADU®STREAM II** can be installed in most pools. We suggest a minimum pool size of 2.1m wide x 4.2m long and 1m deep in order to swim. Most prefer 5.3m in length or longer. The extra length allows the swimmer to comfortably drift back and swim up stream.
- 2.1.4 The **BADU®STREAM II** is complete with jet housing, 4 HP pump, control box, and optional massage hose. The only additional requirement is the plumbing. (80mm or 100mm pipe and fittings depending on the distance to the pump).
- 2.1.5 Consult local codes for minimum distance between pump and pool. Locate pump as close to the **BADU®STREAM II** as practical.
- 2.1.6 **Use at least 80mm pipe when distance between jet housing and pump is 6m or less and 100mm pipe for runs longer than 6m.**
- 2.1.7 **The 4 HP, self priming, pumps are 240V and require a 15amp power point for each pump. Refer to your local wiring code and/ or your qualified electrician for further details.**
- 2.1.8 **Be sure to decide which method of switching the pumps on and off you are going to use. If you are going to be using the soft air switches these will need to have provisions prior to concreting.**

**Fig 7. SPECK BADU® SWIM SYSTEMS – Water Line Graph**



**Fig 6. BADU®STREAM II**  
dimensional drawing

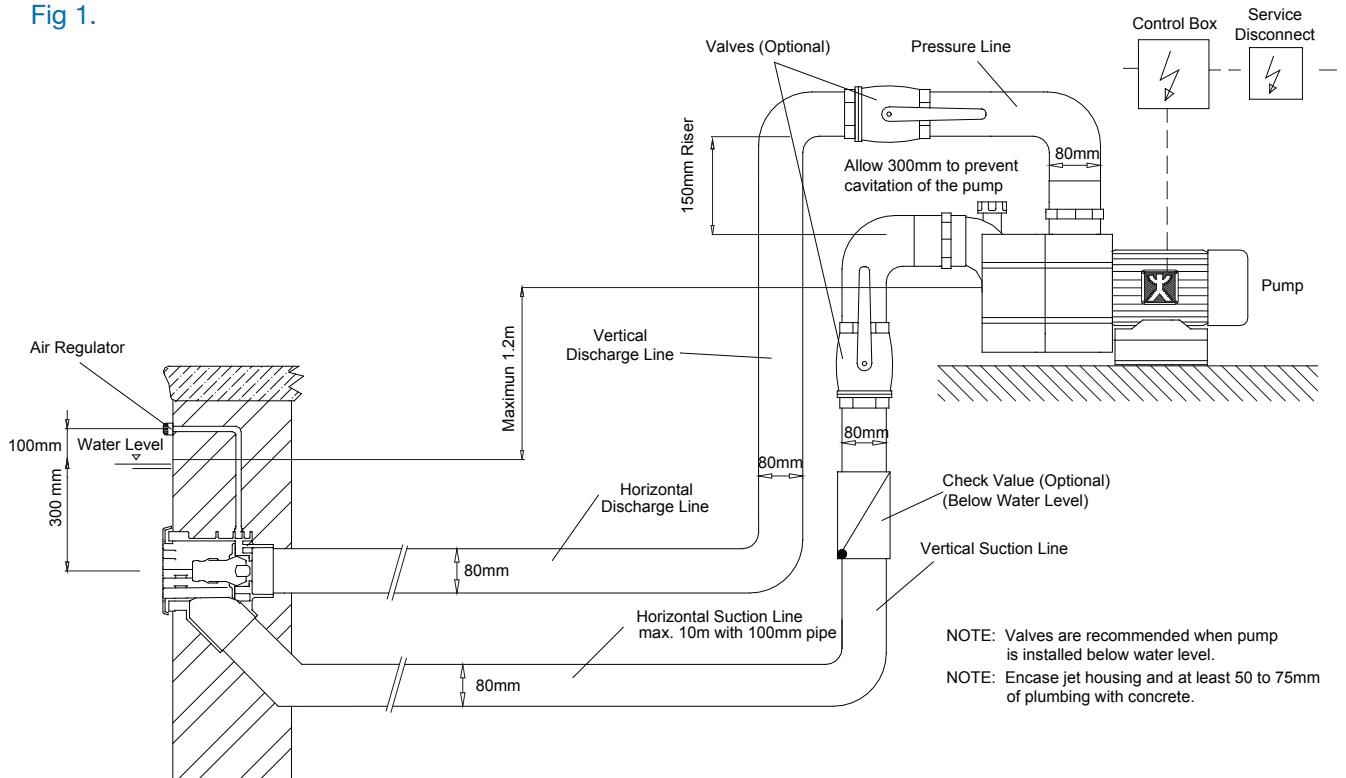


---

## PLUMBING REQUIREMENTS

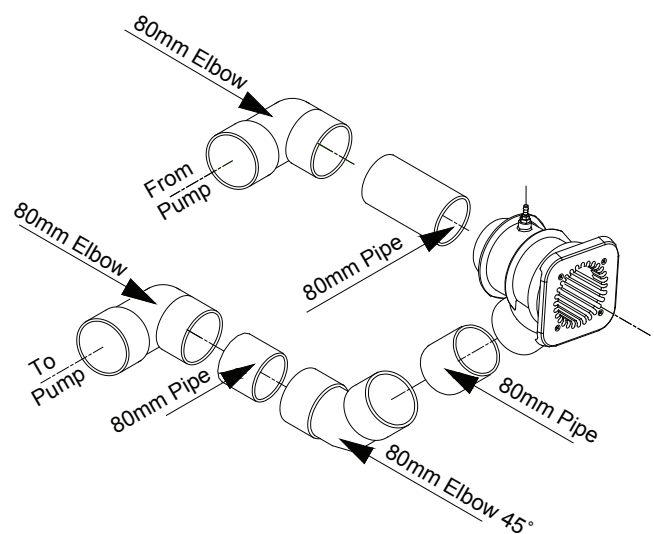
Number of Badu Streams	Number of Pumps	Pump Model	Water Flow/*Total per Nozzle J Performance Flow per Jet combined	Power Requirement
2	2	21/80-32SG	1,100 LPM 2,200 LPM	240v 15 Amp each

Fig 1.



## Plumbing Suggestions

## BADU®STREAM II single housing installation



- 
- 3.1.1 The **BADU@STREAM II** assembly package contains all necessary parts for the installation of the unit into concrete, gunite, liner or fiberglass pools.
- 3.1.2 **⚠ CAUTION:** All necessary screws and bolts included with the **BADU@STREAM II** are stainless steel or plastic. ALL screw threads and threaded inserts are **METRIC! ONLY METRIC** bolts and nuts may be used! The two exceptions are the connecting thread for the intake and delivery connections on the **BADU@STREAM II** and pump housing and the hardware for the air regulator assembly. The intake and delivery connections on the pump model 21-80 are 80mm NPT threads and 80mm slip. The air regulator assembly hardware is US standard thread.
- 3.1.3 **⚠ CAUTION:** The centre of the housing (the nozzle) should be 300mm **BELOW water level for maximum efficiency**. The air regulator should be approximately 100mm **ABOVE** the water level.
- 3.1.4 **⚠ CAUTION:** When connecting the pressure line to the pressure connection on top of the 4 HP Pump Model 21-80, first install a 15cm (6") riser (fig. 1) before installing an elbow and leading the pressure line downward to the pressure connection at the jet housing. This will guarantee trouble-free priming of the pump.
- 3.1.5 **⚠ CAUTION:** The suction line should run below water level right up to the pump location.
- 3.1.6 **⚠ CAUTION:** In areas with soft soil conditions or with frequent earth movement, a flexible section of hose should be attached to the back of the jet housing to prevent housing breakage.
- 3.1.7 **⚠ CAUTION:** Throughout the entire installation, make sure plumbing connected to the **BADU@STREAM II** housing is well supported. Unsupported plumbing will crack the **BADU@STREAM II** housing.

## 4.0 INSTALLATION

### 4.1 CONCRETE INSTALLATION

- 4.1.1 Preplumb BADU@STREAM II Housings.
- 1) Install plumbing manifold with approximately 300mm of 80mm pipe to both suction and discharge fittings on the jet(s) housing. **NOTE:** If plumbing exceeds 6m between jet housing and pump, increase pipe size to 100mm. Install a 80mm reducing bushing as close to jet housing as possible.
  - 2) Install air control PVC hose to hose socket insert fittings (part # 6). Use hose clamps to secure hose to insert fitting.
- 4.1.2 Tape jet housing. Keep concrete out of threaded inserts and out of the inside of the housing.
- 4.1.3 Place jet housing into reinforced steel. Jet housing location is very important.
- 1) Locate air control hose connector (part #6) at the top and center of jet housing. Air control hose connectors must be vertical or the square cover will be uneven in appearance.
  - 2) The centre of the housing (the nozzle) should be 300mm **BELOW** water level for maximum efficiency.
  - 3) The front edge of the jet housing should finish flush with the "FINISHED" pool surface for concrete pools. Make sure a V shaped groove is scraped out around the housing approximately 35mm deep to allow marcite / sealing compound to seal against the hosing.

---

## 4.0 INSTALLATION cont.

- 4) Recheck location of the jet housing when concrete is being applied. The force of the concrete may move the jet location.
- 5) To avoid stress on the jet housing, we recommend that the **BADU®STREAM II** housing be encased with concrete and at least 50mm of the plumbing stub out is covered with concrete.  
**NOTE:** Stress on the plumbing may crack the **BADU®STREAM II** housing.

### 4.1.4 **Air Regulator installation.** (This should be carried prior to the pool being poured / sprayed with concrete.)

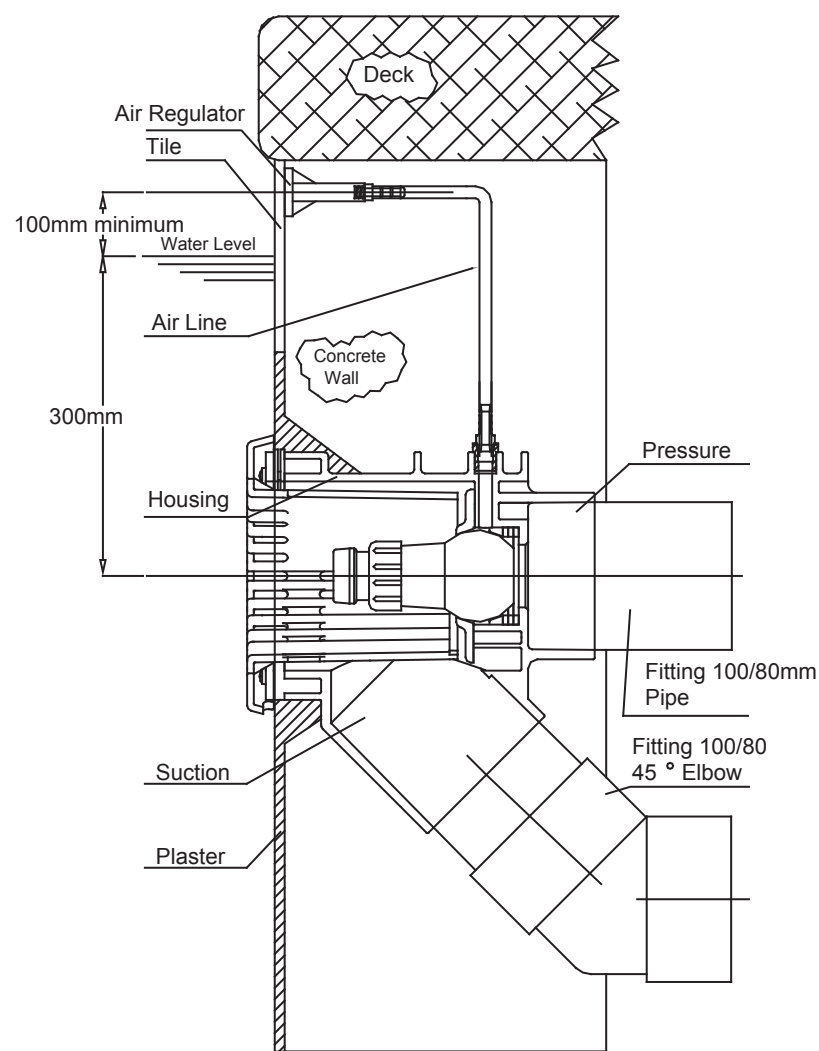
- 1) Air regulator holder (part #16) should be assembled with hose (part #14) hose clamps (part #15) and unions and then screwed into the top of the jet housing and tightened.
- 2) The Air regulator should then be secured to the correct location prior to spraying concrete making sure that there is no possibility of concrete entering the top of the Air regulator holder threaded section. (Tip: use off cuts of electrical conduit to go across square sections of steel mesh and then attach holder securely with cable ties. Ensure you check after concrete has been sprayed)
- 3) Air regulator needs to be located at least 100mm above the water level, ideally between the waterline and the pool coper or on the deck above the jet.
- 4) The front surface of the Air regulator holder can be level / flush with the concrete shell provided that the brass thread (part# 22) will be long enough to go into the holder once the finished surface/ tiles is applied /laid. This ensures that the front surface of the Air regulator holder is not visible once the pool is finished. Make sure that a hole is left over the front of the Air regulator holder to allow the brass thread (part# 22) to just fit through and again be sure not to allow any foreign material to enter the threaded section of the Air regulator holder.
- 5) Make sure to keep all parts not being used in the original box in a safe place until needed.
- 6) When you are ready for final fit off , screw the air regulator sub assembly ( part #20-25) into the air regulator holder making sure there is no debris inside. Take extra care to make sure you do not cross thread the plastic thread.
- 7) The brass threaded bolt should screw in all of the way until it makes the back surface of “bottom part air regulator” (part #21) secure against the finished surface of the pool. ( tip: the brass head of the bolt should go past the black rubber by approximately 15-20mm)
- 8) Now screw on the “top part -air regulator” (part #20) clockwise all the way.

This should now be in the closed position which stops air from being drawn into the jet's stream of water when in operation.

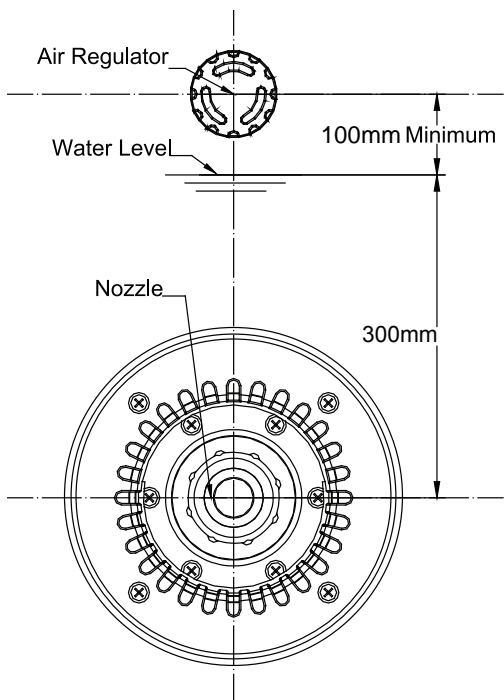
To allow air to be drawn into the jet's stream of water and create a white water effect, turn the top part -air regulator anti clockwise a couple of turns which should be like a ratchet effect.



**Fig 3. BADU®STREAM II in Concrete Pool.**



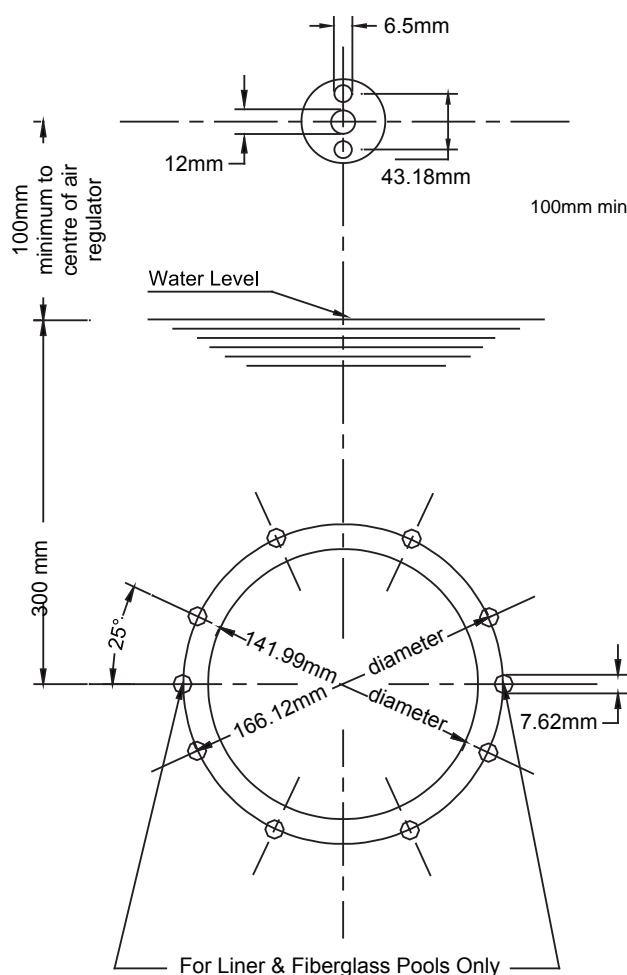
**Fig 2. Template for Installation in Concrete Pools.**



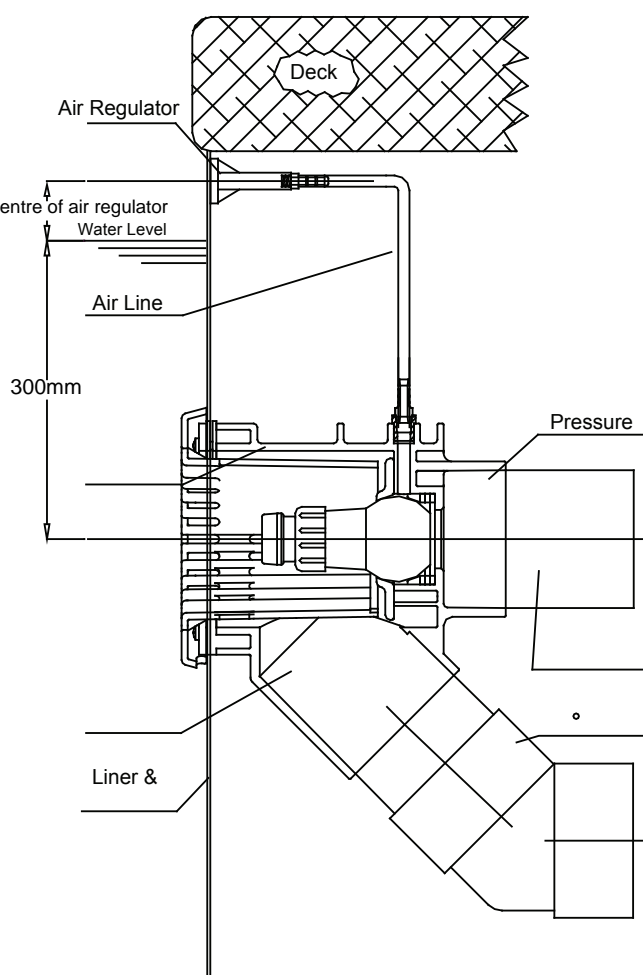
## 4.2 FIBREGLASS POOL INSTALLATION

- 4.2.1 **⚠ CAUTION:** Locate the air control hose connector (part #6) at the top and center of the jet housing. Connectors must be exactly vertical or the cover will be uneven in appearance.
- 4.2.2 **⚠ CAUTION:** Centre of Housing should be 300mm BELOW water level for maximum efficiency.
- 4.2.3 **⚠ CAUTION:** Clamping ring gasket (part # 12) goes in FRONT of pool wall. A good RTV silicone must be used with gasket when mounting jet housing.
- 4.2.4 **For Fibreglass pools only**, the clamping ring (part #3) can be used to mark and drill the holes as shown in Fig. 4. For the air regulator, one 12mm hole must be provided, preferably along the vertical axis, approximately 100mm ABOVE the water line.

**Fig 4. Cutout Pool Wall for BADU®STREAM II Housing**



**Fig 5. BADU®STREAM II in Fibreglass Pool**



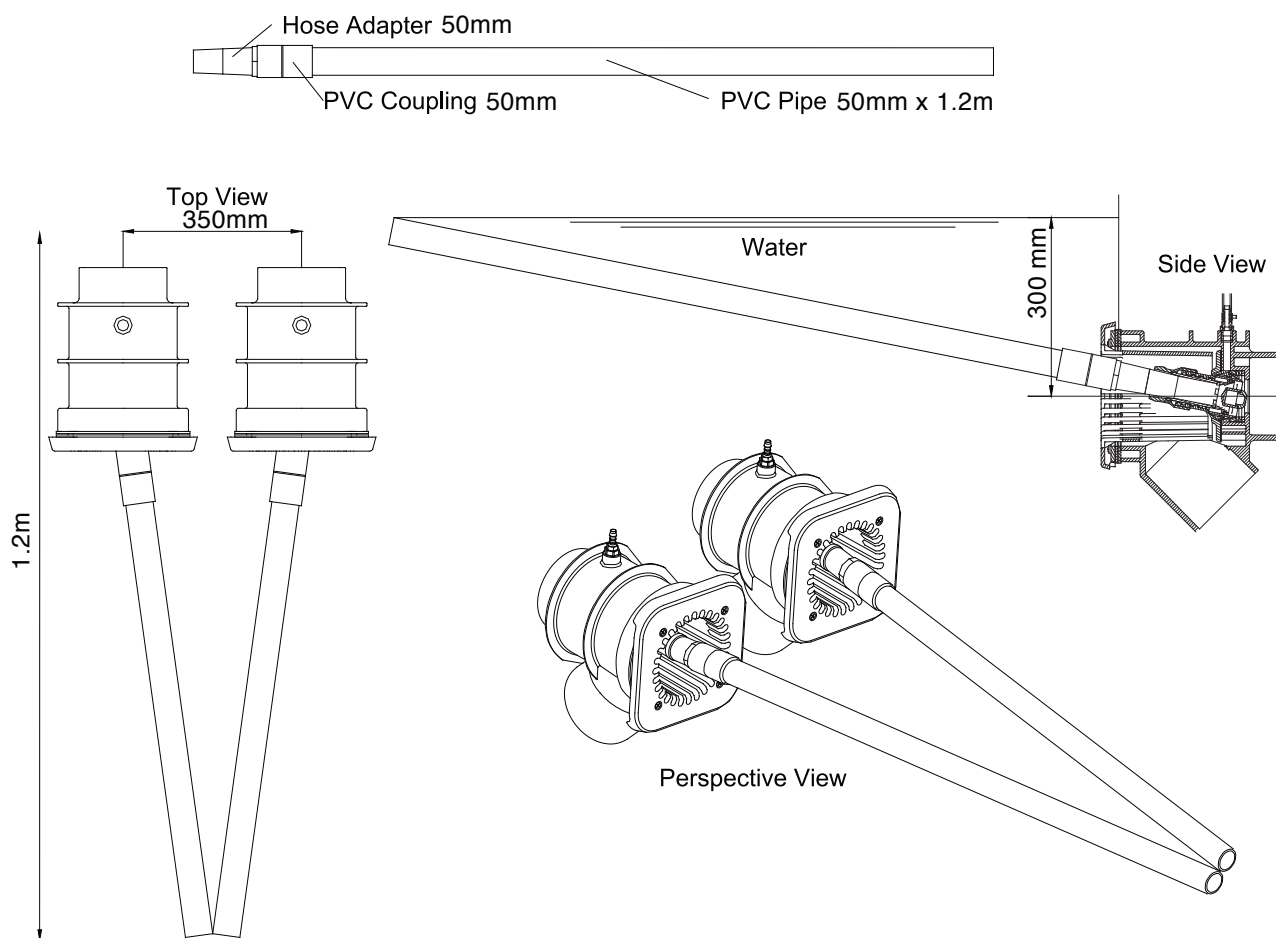
---

## 4.3 INSTALLATION OF THE PUMP AND THE CONTROL BOX

- 4.3.1 **⚠ CAUTION:** Before installing the Speck Pump, read the entire pump owner's manual found in the pump box.
- 4.3.2 Consult local codes for minimum distance between pump and pool. Locate pump as close to the pool as practical.
- 4.3.3 The air button works up to 15m. There is 15m of airtubing in **BADU®STREAM II** box.
- 4.3.4 **⚠ CAUTION:** To reduce the risk of injury, do not permit children to use this product unless they are closely supervised at all times.
- 4.3.5 The wiring of the pool motor and control box should be done by a licensed electrician in accordance with local codes. Be certain that the motor frame and control box are grounded.
- 4.3.6 Motor name plate has voltage, phase, amp draw, and other motor information as well as wiring connection instructions.
- 4.3.7 **BONDING:** As required by National Electrical Code Article 680-22, the pump motor must be electrically bonded to the pool structure (reinforced bars, etc.) by a solid copper conductor not smaller than No. 8 AWG via the external copper bonding lug on the pump motor.
- 4.3.8 **GROUNDING:** Permanently ground the pump motor and control box using a conductor of appropriate size. Connect to the No. 10 green headed ground screw provided inside the motor terminal box.
- 4.3.9 **NOTE:** Do not connect to electric power supply until unit is permanently grounded.
- 4.3.10 Section 6 concerns the electric motor and control box only since all other parts, the pump, the jet unit, etc. have complete and absolute separation from the pool water.

## 5.0 NOZZLE ADJUSTMENT INSTRUCTIONS


- 5.1.1 When setting the nozzles of the **BADU®STREAM II** for basic swimming, it is recommended that you set the nozzles in such a way that each nozzle intersects 1.2m away while at the same time breaks the surface.
- 5.1.2 To help set the nozzles in a neutral position, please follow these instructions:
- 1) Parts required:  
Quantity 2 x 50mm x 1.2m PVC Pipe  
Quantity 2 x 50mm PVC couplings
  - 2) Insert each jet adjustment tool into jet nozzle.
  - 3) Move each jet adjustment tool toward each other until each pipe touches at water level.
  - 4) Remove jet adjustment tool.



---

## 6.0 OPERATION

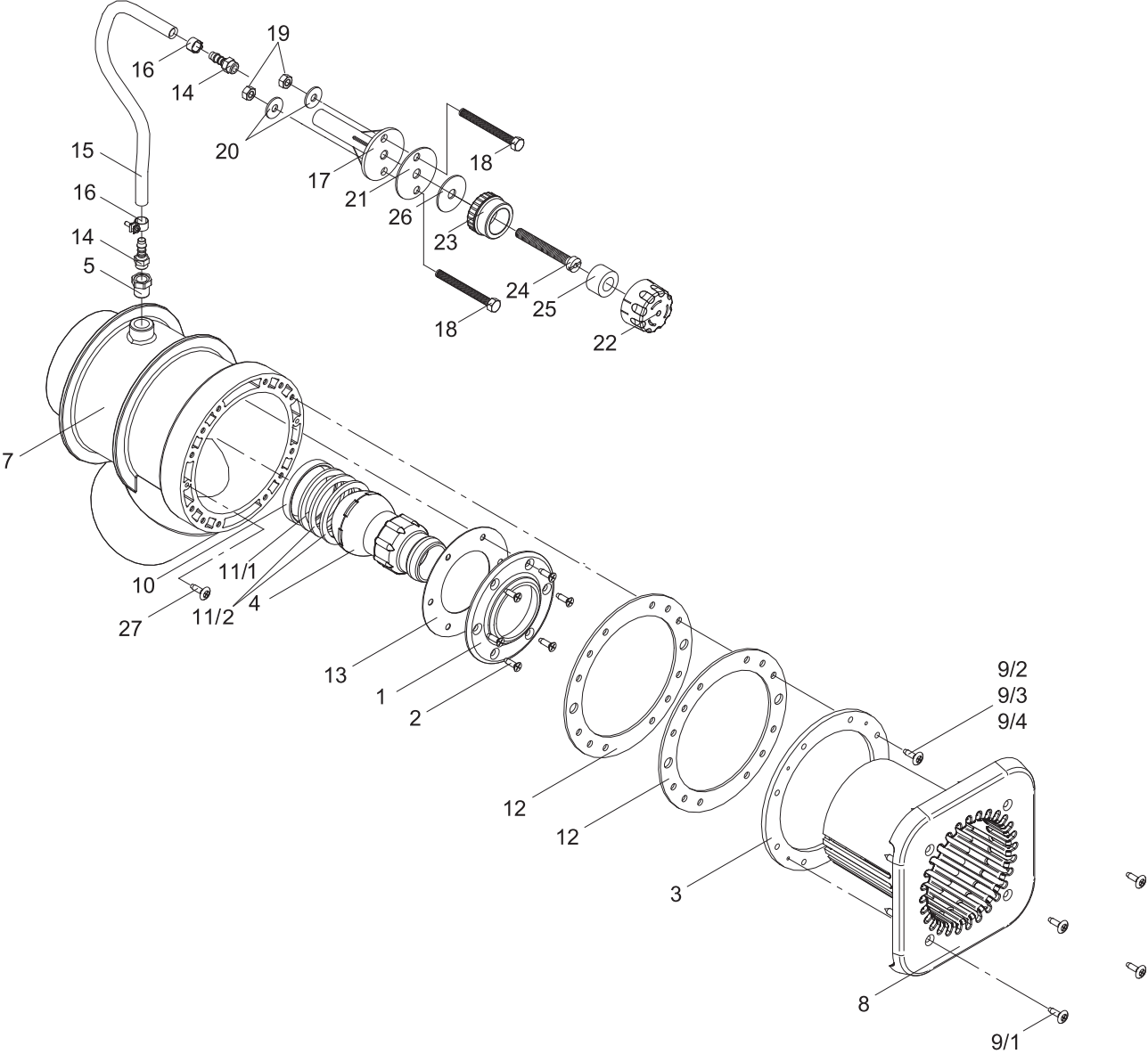
### 6.1 OPERATING INSTRUCTIONS

- 6.1.1 Remove red filler plug or strainer tank lid on pump and fill pump with water. Replace red filler plug or lid. Push pneumatic button on. For the first startup allow approximately 5 minutes for the pump to prime. If the pump has not started priming after 5 minutes, the amount of water in the pump was not sufficient. Add more water.
- 6.1.2 To start swimming, jogging or running it is suggested that the two nozzles are pointed slightly inward and slightly upward so that the water “breaks” approximately 1.2m in front of the **BADU®STREAM II**. Start swimming with only minimal force in arms and legs until you feel yourself drifting backwards, then add force and swim upstream until a proper balance is found between force and endurance.
- 6.1.2 Keep in mind that this unit is designed for a balanced workout. Find a pace that you can keep up for at least 20 minutes. Out pacing is always possible. The idea is to continue exercise for an extended period of time.
- 6.1.3 Consult your physician before attempting any strenuous exercise. This product may not be challenging or satisfying for all levels of exercise.
- 6.1.4 The air regulator permits a controlled mixture of air into the water flow and creates a unique, invigorating, bubble bath effect. It will also add additional resistance to swim against.
- 6.1.5 **BADU®STREAM II**'s adjustable flow nozzle enables, swimmer to regulate the volume of water released through the jet(s). Turning the nozzle clockwise reduces the flow.
- 6.1.6 The swivel nozzle(s) of the **BADU®STREAM II** can be positioned in various directions, allowing swimmers to use various swim styles.
- 6.1.7 **OPTION:** A pulsating massage hose can be attached to one of the nozzles for massages. (Ask your dealer for availability.) Use massage hose as advised by your physician.
- 6.1.8 **Directions for use:** Consult your physician before using the massage hose. To reduce the risk of injury, do not permit children to use the massage hose with pulsator unless they are closely supervised at all times. Close air regulator. Reduce the volume of water by turning the adjustable flow nozzle(s) clockwise.
- 6.1.9 Under certain conditions it is possible that the current “drifts off” the left or the right from the middle due to water bouncing off the back wall.
- 6.1.10 In the event that it interferes with your swimming action, turn unit off for a few minutes and restart.
- 6.1.11  **WARNING:** Do not use or operate the **BADU®STREAM II** if the round anti-entrapment cover is missing, broken, or loose.

### 6.2 WINTERISING

- 6.2.1 In areas subject to freezing water temperatures, protect pump by removing drain plug and red filler plug (or lid). Drain pool until water level has dropped below the square, anti-entrapment cover. Alternatively purchase a winter cover kit part # 2308752006K.

# 7.0 PARTS LIST FOR **BADU®STREAM II**



Pos	Code	Description	Qty Per Pump
1	PDSSFRGNOZ	Face Ring Nozzle	1
2		Thread Cutting Screw – Face Ring K60 x 20 A2	6
3	PDSSRGCLMP	Ring - Clamping	1
4	PDSSNOZ40M	Nozzle – Adjustable Flow 40mm	1
5 & 7		Housing with Reducer Bushing 16mm x 1/4"	1
8	PDSSCOVRDG	Cover Round Grey	1
8	PDSSCOVRDW	Cover Round White	1
8	PDSSCOVSQW	Cover Square White	1
9/1		Screw – Square Cover, Phillips/Pan M6 x 25mm	4
9/2		Screw – Clamping Ring, Phillips Flat Head M6 x 20mm	8
9/3		Screw – Clamping Ring, Phillips Flat Head M6 x 25mm	8
9/4		Screw – Clamping Ring, Phillips Flat Head M6 x 40mm	8
9/5		Screw – Square Cover (Extension Ring) Slot/Pan M6 x 45mm	4
10	PDSSSEANOZ	Seat – Nozzle	1
11/1	PDSSSNO62M	Spacer - Nozzle 6.2mm	1
11/2	PDSSSNOZ4M	Spacer – Nozzle 4mm	2
12	PDSSGKTCLP	Gasket – Clamping Ring	2
13	PDSSGASFRG	Gasket – Face Ring	1
14 TO 21	PDSSHWHASS	Holder with Hose Assembly	1
14	PDSSNHR025	Nipple – Hose Regulator/Jet 1/4"	2
15		Hose – Air Regulator, Plastic 1/4"	1
16	PDSSCHR149	Clamp-Hose Regulator	2
17	PDSSHOLREG	Holder – Regulator	1
18		Screw – Air Holder, Slot/Pan 1/4-20 x 1-1/2"	2
19		Nut – Air Holder, Hex Nut 1/4-20 SS	2
20		Washer – Air Holder 1/4-20 SS	2
21	PDSSGAH2MM	Gasket Air Holder 60 x 11 x 2mm	1
22 TO 26	PDSSREGCOM	Air Regulator Sub Assembly Complete	1
22	PDSSTPARWH	Top Part Air Regulator White	1
23	PDSSBPAREG	Bottom Part – Air Regulator	1
24	PDSSBWHREG	Bolt with Hole – Air Regulator Brass M 10 x 80mm	1
25	PDSSRHAREG	Ring – Hose, Air Regulator 16 x 30 x 18mm	1
26	PDSSGASREG	Gasket – Air Regulator 42 x 11 x 2mm	1
27		Thread Cutting Screw – Jet Housing, Phillips/Pan 14 x 1	2
Not Shown	LEVELLING BAR	Levelling Bar for Badu Stream II	1

---

## 8.0 FREQUENTLY ASKED QUESTIONS

### 8.1.1 What size pool do I need?

The BADU®STREAM II can be installed in any size pool. However, we recommend a minimum of 2.1m wide x 4.2m long and 1m deep.

### 8.1.2 What size plumbing is necessary?

#### How far away from the BADU®STREAM II can the pump be installed?

For distances up to 6m use 80mm pressure pipe.

For distances 6 to 15m use 100mm pressure pipe or for distances over 15 contact your supplier.

The pump can be placed as close to **BADU®STREAM II** as local codes will allow.

### 8.1.3 How many amps does the pump operate at?

The Speck 4hp pumps draw 11.8amps each.

### 8.1.4 What size breaker do I need?

Please refer to your local wiring code electrician and advise that you require two (2 ) 15amp circuits for the swimjet pumps.

### 8.1.5 Does it matter if the housing is installed higher or lower than the manual states?

Yes, the centre of the jet must be 300mm BELOW estimated water level for proper performance of unit.

### 8.1.6 Can the air regulator be placed elsewhere?

Yes, as long as it is not continuously flooded with water.

### 8.1.7 Can the pump be placed below water level?

Yes. However, for best performance we recommend ordering pump for flooded suction (Model 21-80/33G) instead of self-priming (Model 21-80/32 GS). We recommend installing valves for ease of maintenance.

### 8.1.8 How far away can the air button function properly? A maximum of 15m Consult factory for distances over 15m.

### 8.1.6 Do I need to install a motor starter?

No, the pump is a single phase with internal overload fitted.



---

## 9.0 WARRANTY

The Australian Competition and Consumer Act (2010) (Cth) (including the Australian Consumer Law) guarantee certain conditions, warranties and undertakings, and give you other legal rights in relation to the quality and fitness for purpose of consumer goods sold in Australia (Applicable Laws). 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 for compensation for any reasonable 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.

This express warranty provided by Continental Water Systems Pty Ltd (CWS) is in addition to any other rights and remedies imposed by Applicable Laws that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any Applicable Laws which cannot be excluded, restricted or modified.

Any express warranty is limited to the length of time specified in the 'Terms of Express Warranty' referred to below, being from the date of purchase and is subject to the conditions set out in the express warranty. In no event shall CWS be accountable for consequential loss or damage resulting from the breach of any express warranties.

Under Applicable Laws you may have different or additional legal rights, including longer warranty periods, which vary from jurisdiction to jurisdiction. Some jurisdictions do not allow certain limitations on how long an implied warranty lasts, so the limitations in this warranty may not apply to you.

### TERMS OF EXPRESS WARRANTY

Your Speck pool pump carries a manufacturer's warranty of two (2) years on the motor and five (5) years on wet end components including casing, diffuser, gland housing, impellor and mechanical seal subject to the following terms:

- CWS warrants to the original purchaser that all Speck pool pumps manufactured by CWS are free from defects in workmanship and materials of construction at the time of dispatch from CWS premises.
- The warranty on ancillary components not manufactured by CWS will be limited to the warranty extended to CWS by the manufacturer of the said ancillary components.
- The replacement of consumable items, including lids and baskets is not covered by this warranty.

### EXCLUSIONS

To the maximum extent permitted by Applicable Laws, the warranty will not apply under any of the following circumstances:

- The Purchaser is in breach of the terms and conditions of sale.
- The product was used for a purpose or under conditions other than what it was intended for.
- The product was repaired, modified or altered by any person other than a CWS Authorised Representatives.
- The product was not installed, maintained and/or operated in complete compliance with the installation and operating instructions and any instructions provided by CWS.
- The product was operated under adverse conditions including, but not limited to, use with water

---

exceeding 35°C, hot operating enclosures with poor ventilation, fluctuating power supplies, water pressure greater than 250kpa, or lack of protection from the weather.

- Normal wear and tear or deterioration associated with the age or use of the product.
- The product was damaged by foreign debris entering via suction pool cleaners, refer to equipment installation instructions.
- The product was damaged by weather and other environmental conditions including but not limited to storm, flood, and/or heat wave damage.
- Failure of the mechanical seal due to insufficient water flow caused by any blockage or ingress of foreign matter of any kind whatsoever.
- Damage to the product caused by the addition of chemicals, salt filter media or any other thing through the skimmer box.
- Failures or any defects in component, part or operating function of the product, which is in the opinion of CWS the result from misuse, negligence, rebuilds or modification, incorrect installation by persons that are not CWS Authorised Representatives.

## LIMITATIONS

Except to the extent permitted by Applicable Laws, breach of a condition or warranty, shall be limited to replacing or acquiring the same equipment (or any part thereof) or the services supplied.

The maximum liability incurred by CWS shall not exceed in any case the contract price for the equipment or the product parts claimed to be defective. Further, CWS shall not be liable for any loss, damage or delay directly or indirectly caused by any malfunction of or defect of or failure of the equipment other than as expressly stated in this warranty.

Subject to Applicable Laws, the repair or replacement of the product or part of the product is the absolute limit of CWS liability under this express warranty.

## WARRANTY CLAIMS

If you consider that the product which you have purchased is not of acceptable quality, has a latent defect or is otherwise not compliant with the warranties, conditions, undertakings and legal rights you have under Applicable Laws you can make a claim under this warranty by contacting:

**Continental Water Systems Pty Ltd**  
5 Anvil Road, SEVEN HILLS NSW 2147  
**Email:** sales@continentalwater.com.au

All onsite service work is subject to a service call charge which will be quoted and which must be accepted by the customer before any or all work will be carried out.

Any equipment requiring warranty repair (alleged) must be returned to the place of purchase and or nearest CWS approved stockist (prepaid), as soon as the purchaser becomes aware of any fault. Neither CWS nor the approved CWS stockist shall be responsible for any goods damaged in transit. If the equipment is found to be defective after examination it will be repaired or replaced free of charge and returned freight collect. If the equipment is not defective and outside of warranty all repair or replacement costs will be charged to the purchaser or their representative and returned freight collect.

---

All Warranty claims must be accompanied by the proof of purchase, alleged defect and any appropriate documentation (Historical and maintenance records).

**8.2 CUSTOMER WARRANTY INFORMATION**

- 8.2.1 Please complete the information below at time of installation and retain in the event you need to file a warranty claim
- 8.2.1 Please complete the information below at time of installation and retain in the event you need to file a warranty claim

Model Number	
Pump Serial Number	
Purchase Date	
Purchased From	
Installation Date	
Installer	



**1300 166 253** for Sales and Service

[e sales@continentalwater.com.au](mailto:sales@continentalwater.com.au) / [accounts@continentalwater.com.au](mailto:accounts@continentalwater.com.au) [ABN: 71 050 287 735](#)

New South Wales Office

[t](#) (02) 8814 2800

[f](#) (02) 9838 7030

Victorian Office

[t](#) (03) 8794 3800

[f](#) (03) 9702 3941

Queensland Office

[t](#) (07) 3434 1100

[f](#) (07) 3219 2266

New Zealand Office

[t](#) 0011 64 9570 9570

[f](#) 0015 64 9527 7641