

PROAPPLIANCES
MAKE ANYTHING POSSIBLE

VAC PRO

HOME VACUUM SEALER
KEEP FOOD FRESH 5X LONGER



INSTALLATION & OPERATION
INSTRUCTIONS

PRO-VAC1
WWW.PROAPPLIANCES.COM.AU



Congratulations on your purchase of a VACPRO Home Vacuum Sealer.

Note: Please read through the instructions carefully before using or installing the product and ensure that the manual is kept in a safe place for future reference.

The system must be properly installed and located in accordance with the installation instructions before it is used.

**During the set up of this product if you have any questions / comments / issues DO NOT RETURN TO STORE.
FOR SERVICE AND TECHNICAL ADVICE ON THIS PRODUCT FREE CALL 1300 764 325**

CUSTOMER CARE: 1300 764 325

Aquaport Corporation Pty Ltd
70 Hardys Road, Torrensville SA 5031
Phone: (08) 8354 0711
Email: aquaport@aquaport.com.au
www.proappliances.com.au

New Zealand Customers
Phone: 0800 210 190
Email: info@aquaport.co.nz

 /proappliances
 @proappliancesau



Electrical Requirements:
Australia / New Zealand 220-240V 50Hz
Due to manufacturing alterations product may
vary slightly from that pictured.

OPERATION CONDITIONS & SAFETY PRECAUTIONS

- All components need to be installed in accordance with the user manual instructions for correct performance of unit.

READ ALL INSTRUCTIONS CAREFULLY BEFORE OPERATION OF THE UNIT

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure they do not play with the appliance.
- Remove and safely discard any packaging material and promotional labels before using the VACPRO for the first time.
- Do not operate any appliance with a damaged cord or plug or after the appliance malfunctions, or has been damaged in any manner.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Do not pull or carry the VACPRO by the cord.
- To protect against risk electric shock and personal injury, do not immerse cord, plugs, or appliance in water or other liquids.
- Fully unwind the power cord before use. Connect only to 220V/240V power outlet.
- This appliance should be used in conjunction with a safety switch.
- Position the appliance at a minimum distance of 20cm away from walls, curtains and other heat or steam sensitive materials and provide adequate space above and on all sides for air circulation.
- Switch unit off and unplug from wall outlet when not in use and before cleaning.
- Do not use attachments not recommended or sold by the manufacturer as it may lead to fire, electric shock or injury.
- Operate unit on a stable level flat surface, keep away from moving parts. Ensure surface is clean and free from water etc.
- Do not place the unit near the edge of a bench or table during operation.
- Do not place the unit near an oven, heater, direct sunlight or any other heat source.
- If an extension cord is used with this unit, the extension cord must have a rating equal to the rating of this appliance.
- When disconnecting cord, to avoid injury, unplug by grasping the plug and not the cord and ensure your hands are dry.



- Appliance does not require or use any lubricants, such as lubricating oils or water.
- Do not use outdoors or on wet surfaces.
- Do not use appliance for other than intended purpose.
- Clean the VACPRO Lower and Upper Gaskets, Vacuum Chamber regularly. Also ensure these parts are cleaned immediately after handling raw meat, poultry or fish.
- Do not reuse the VACPRO bags after using with raw meat, fish or poultry or after the bag has been heated, i.e. microwave or simmer.
- Keep the VACPRO bags away from babies and children to eliminate a choking and suffocation hazard.
- Do not leave the VACPRO unattended when in use.
- Keep the appliance clean. Follow the cleaning instructions provided in this Instruction book.
- Before cleaning, always turn the appliance OFF, switch off at the power outlet, unplug at the power outlet and remove the power cord, if detachable, from the appliance and allow all parts to cool.
- After use of the Food Vacuum, leave machine cover open for unit to cool down before closing cover.
- Use only VACPRO bags/rolls or specially designed vacuum bags with this appliance.

- For household use only.

Important: Do not store or leave appliance for extended periods with the cover closed and locked into position. It may cause the gaskets and seal profile to become compressed and compromise the sealing ability of the unit. Always store the unit with the cover closed but in the UNLOCKED position.

WARNING: BURN HAZARD. Sealing profile will be hot after use, allow profile to cool before touching.

Do not wash canister or marinate bowl (sold separately).
Wipe it clean with a soft damp cloth.

INSTALLATION & OPERATING INSTRUCTIONS

A. Vacuum Sealer Parts Identification

Ref	Description	Qty
Main Components		
1	Vacuum & Seal / Cancel button	1
2	Vacuum Pressure Setting button	1
3	Food Setting button	1
4	Canister Vacuum button	1
5	Marinate button	1
6	Manual Seal button	1
7	Vacuum Seal Hose port	1
8	Cover release button (located on each side of unit)	2
9	Sealing Strip	1
10	Upper Gasket	1
11	Roll Storage Compartment	1
12	Bag and Roll Cutter	1
13	Vacuum Chamber	1
14	Lower Gasket	1
15	Air Intake	1
16	Sealing Profile	1
17	Power cord (located underneath machine)	1



B. Preserving Food in Vacuum Bags

Note: Operate unit on a stable level flat surface, keep away from moving parts. Ensure surface is clean and free from water. Do not place the unit near the edge of a bench or table during operation.

Note: If unit has been in storage with cover locked in place, before operation of the unit allow the lower gasket (which would have been compressed over time while in storage) to decompress back into shape.

1. Fully unwind the power cord and connect to a 220V/240V power outlet.
2. Open the cover of unit by pressing the left and right Cover Release Buttons simultaneously.
3. Lift back the Bag and Roll Cutter and place preferred bag roll size into the Roll Compartment.
4. Pull out bag to desired length.

Note: You will require at least 7cm of bag material more than the item as this extra part will form the seal.

5. Place the Bag and Roll Cutter back down and slide the Roll Cutter Incision Button across to cut the bag to length. See Fig 1 & 2.
6. To seal one end of the bag, place an end over the Sealing Profile, close the cover and push down firmly on the cover until you hear two 'clicks' indicating the cover is now fully closed and locked in.

7. Press Manual Seal button and wait for the indicator light to switch off before opening cover. When indicator light switches off, sealing is complete.
8. Press the left and right Cover Release buttons simultaneously to open the cover. Remove bag.

Note: Manual Seal button seals bag without vacuum operation.

WARNING: BURN HAZARD. Sealing profile will be hot after use, allow profile to cool before touching.



9. Place items for storage into the sealed bag.

Note: Do not overload the bag. Always allow enough space at the open end of the bag to be properly placed into the Vacuum Chamber.

Note: Do not vacuum pack objects with sharp edges like fish bones and hard shells. Sharp pointed objects may pierce and tear the bag.

10. Insert open end of filled bag into the Vacuum Chamber over the Sealing Profile and positioned below the Air Intake.

Note: Ensure no items or food is covering the Sealing profile and make sure bag is not covering the Air Intake and has no wrinkles or ripples that will inhibit the seal.

Note: If Air Intake tube hole is covered air will not be drawn from the bag. (see Fig 3)

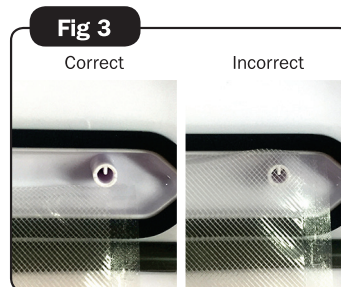
Note: The Vacuum Chamber draws air out of the bag and catches any liquid overflow. Lower Gasket and Vacuum Chamber should be cleaned regularly. Always ensure these parts are cleaned immediately after handling raw meat, poultry or fish.

11. Close the cover by firmly pressing down on the cover until two clicks can be heard to ensure cover is fully closed (see Fig 4).

12. Press Vacuum Pressure button until light is on appropriate setting. Select 'Gentle' for delicate food or 'Normal' for average to large-sized bags and canisters.

13. Press Food Setting button until light is on appropriate setting. Select 'Dry' for foods or items without liquid or 'Moist' for juicy foods.

Note: Default setting is 'Normal' pressure and 'Dry' food setting.





14. Push Vacuum & Seal button and wait for all lights to switch off before opening cover.

Note: The Vacuum & Seal Button draws out air from bag and automatically seals the bag after vacuum is complete. The Upper and Lower Gasket keep air away by forming a vacuum environment when closed together. Ensure upper and lower gaskets are not crimped or out of shape or bags will not seal properly.

Note: Vacuuming and Sealing action can be cancelled at any time by pressing the Cancel button.

15. Press the left and right Cover Release Buttons simultaneously to open cover the remove bag.
16. Refrigerate or freeze sealed food bag if needed.
17. Before repeating above steps 3-16 with a new bag and food item, it is recommended that the appliance is allowed to cool down for 1 minute for best sealing effect. Always wipe away any excess liquid or food residue after each bag package.

Important: Do not store or leave appliance for extended periods with the cover closed and locked into position. It may cause the gaskets and seal profile to become compressed and compromise the sealing ability of the unit. Always store the unit with the cover closed but in the UNLOCKED position.

C. Preserving Food in Canisters

1. Ensure canisters are clean and dry (see Fig 5).

Note: Do not immerse canister lids in water, wipe with a damp cloth only.

2. Fill canister with the item to be preserved and secure lid onto the canister. **Note:** Leave at least 3cm from canister cover rim.
3. Turn canister lid dial arrow to SEAL.
4. Connect one end of the Vacuum Seal Hose to the Vacuum Seal Hose Port and the other end to the Vacuum Seal Canister Lid. Ensure both connections are pushed in tightly.

Note: If Vacuum Seal Hose is not pushed in fully into the Vacuum Seal Hose Port or the Vacuum Canister Lid hole, air will not be drawn from the canister.

5. Press the Canister button to draw out air from Canister through hose attachment. Vacuum action will stop automatically when all air has been drawn out from canister.

Note: If canister is unable to be vacuumed and sealed for some unknown reason, the vacuum system will shut down automatically after 2 minutes.

6. Remove Vacuum Seal Hose connection to the canister.
7. Repeat Steps 2-6 for other canisters to be sealed.

Note: Canister lids are not to be used in microwaves or in freezers.

8. To open canister after vacuum packaging, turn the canister lid dial arrow to OPEN. Wait several seconds for the lid to be released before removing.

Fig 5



D. Marinate Function

Important: Marinate Function (Fig 6) can only be used with the VacPro Marinate Bowl (Sold Separately - Product code ALI-VAC-M1)

1. Ensure Marinate Bowl is clean and dry. (see Fig 7).
2. Place the food to be marinated into the bowl and pour enough marinade over the food to cover it entirely.
3. Secure the lid onto the Marinate Bowl.
4. Connect one end of the Vacuum Seal Hose to the Vacuum Seal Hose Port and the other end to the Marinate Bowl Lid. Ensure both connections are pushed in tightly.

Note: If Vacuum Seal Hose is not pushed in fully into the Vacuum Seal Hose Port or the Marinate Bowl hole, air will not be drawn from the Marinate Bowl.

5. Press the Marinate Button on the control panel to begin the marinating process.

Note: The default vacuum pressure is Normal.

6. The pump will cycle applying vacuum and then turn off. After a few minutes it will release and allow air to enter the container then the pump will come on and apply vacuum again. This cycle will repeat through the marinating process. It takes approximately 6 minutes to finish the process.

7. When the Marinate indicator light turns off, the process is complete.
8. To open the Marinate Bowl, press and hold down the blue button on the lid.

Note: Marinate Bowl not suitable for use in microwave, oven or freezer.

Optional: Slide the Month and Date indicators on the top of the lid to specify the date of vacuum marination.



E. Preserving Food in Lunch Boxes

Note: VacPro Lunchboxes Sold Separately
(Product code: ALI-VAC-LB2)

1. Ensure lunch boxes are clean and dry. (see Fig 8).
2. Fill lunch boxes with food to be preserved and secure lid onto the lunch box.

Note: Ensure that the grey rubber plug on the lunch box lid is in place.

3. Connect one end of the Vacuum Seal Hose to Square Adapter (see Fig 8a) and the other end to the Vacuum Seal Hose Port. Ensure both connections are pushed in tightly.

Note: If Vacuum Seal Hose is not pushed in fully into the Vacuum Seal Hose Port or the Square Adapter hole, air will not be drawn from the lunch boxes.

4. Fit the Square Adapter over the square that is in the centre of the lunch box lid.
5. Whilst firmly holding down the Square Adapter, press Canister button to begin vacuum process. Vacuum action will stop automatically and the indicator light will turn off when all air has been drawn out from the Lunch box.
6. Repeat Steps 2-5 for other Lunch boxes to be sealed.
7. To open Lunch box after vacuum packaging, remove the grey rubber plug that is in the middle of the Lunch box lid.





HINTS FOR BEST VACUUMING PERFORMANCE

1. Do not overload the bag; leave enough space at the open end of the bag so that the bag can be easily placed over the Sealing Profile and in the Vacuum Chamber.
2. To avoid overfilling, always leave at least 7cm of bag material between bag contents and top of bag. Then leave at least an additional 3cm of bag material for each time you plan to reuse bag.
3. Clean and straighten the open end of the bag before sealing. Make sure nothing is left on the open area of the bag and bag has no wrinkles or creased lines. Foreign objects or creased bag may cause difficulty in sealing the bag tightly.
4. Do not vacuum package objects with sharp points like fish bones and hard shells. Sharp points may penetrate and tear the bag. You may want to use a canister instead of a bag.
5. Allow appliance to cool down for one minute between each sealing operation.
6. Clean the Vacuum Chamber and Gaskets after each vacuuming operation.
7. When using canister, remember to leave 3cm from canister cover rim, and make sure upper lid is on properly before vacuuming.

Important: Do not reuse the VACPRO bags after using with raw meat, fish or poultry or after the bag has been heated, ie. microwave or simmer.

FOOD STORAGE/PRESERVATION GUIDELINES

The VACPRO Home Vacuum Sealer will change the way you purchase and store food. The VACPRO Home Vacuum Sealer removes air from the specially designed VACPRO bags and canisters to create a commercial quality vacuum.

The ease and convenience of preserving and extending the freshness of your food with the Vacuum Sealer will become an indispensable part of your food preparation.

The VACPRO removes air from specially designed bags and canisters to extend food freshness up to 5 times longer than conventional storage methods.

Oxygen and moisture in air causes food to degrade over time, by removing the air before sealing items airtight the VACPRO extends the life of food naturally.

Vacuum Sealing is not intended to replace the refrigeration or freezing of foods, food should still be refrigerated or frozen if normally required.

Important: It is best to Vacuum Seal fresh food, Vacuum Sealing will not restore or revive food past its prime. Do not consume food that has gone bad.

FOOD PRESERVATION CHART

Note: Storage preservation chart are estimates only and should be used as a guide only. The storage life will depend on the original quality of the foods and the integrity of the packages seal.

Fridge	Conventional Storage	VACPRO Home Vacuum Sealer
Semi Hard Cheeses (Swiss, Cheddar)	1-2 weeks	4-8 months
Hard Cheeses (Parmesan)	1-2 weeks	4-8 months
Lettuce, Spinach	3-6 days	2 weeks
Avocado (cut)	1-2 days	5-6 days
Blueberries	3-6 days	2 weeks
Other berries (black berries, strawberries, Raspberries)	1-3 days	1 week

Freezer	Conventional Storage	VACPRO Home Vacuum Sealer
Beef, Pork or Lamb	6 months	2-3 years
Minced Meat	4 months	1 year
Poultry	6 months	2-3 years
Fish	6 months	2 years
Soups, Stews, Sauces	3-6 months	1-2 years
Vegetables	8 months	2-3 years
Berries	1-2 months	6-8 months

Pantry	Conventional Storage	VACPRO Home Vacuum Sealer
Nuts	6 months	2 years
Coffee Beans	6 months	1 year
Rice	6 months	2 years
Flour	6 months	1-2 years
Sugar	6 months	1-2 years
Chips	1-2 weeks	3-6 weeks
Cookies, Crackers	1-2 weeks	3-6 weeks



HINTS & TIPS

- Before Vacuum Sealing, it is necessary to clean your hands, and all utensils and surfaces to be used for cutting and Vacuum Sealing foods.
- Refrigerate or freeze perishable foods immediately, if they have been vacuum sealed do not leave them sitting at room temperature.

Note: It may be harmful if you consume foods which have been left out at room temperature.

- Store dry foods such as nuts, biscuits or cereals, in a cool, dark dry place.
- Vacuum Sealed bags prevent freezer burn. Foods that thaw easily should be placed at the back of the freezer where the temperature is more constant. When thawing foods it is best to thaw foods in the refrigerator. Never thaw meats, poultry, fish or dairy at room temperature or in hot water. If thawing food by microwave, foods should be cooked immediately after processing to prevent bacteria growth.
- VACPRO Vacuum Bags and rolls are MICROWAVE safe, to microwave cut off one corner of the bag so that steam can escape and place in microwave.

- VACPRO Vacuum Bags and rolls are SIMMER/BOIL safe. Place bag into pot of boiling water with the top of the bag above the water for easy removal.

Note: Bags or rolls are not reusable if they have been microwaved or simmered/boiled.

- To Freeze SOUPS and SAUCES pour liquid into a bag, allowing at least 7cm of space at the top of the bag (this allows space for expansion of liquid when frozen and sealing space for the bag). Do not seal at this point. Place the filled liquid bag upright into a freezer, when liquid is frozen, remove bag from freezer and Vacuum Seal.
- Vacuum Sealing FRUITS, for best results pre-freeze cut soft fruit prior to vacuum sealing. This helps prevent the fruit from being crushed during the vacuum process.
- VEGETABLES, for best results blanch vegetables in hot water otherwise they may turn black. Blanch so that vegetables are still crunchy, then transfer immediately into icy cold water to cool. Drain and separate into convenient portions then vacuum seal in bags.

HINTS & TIPS

- Vacuum Sealing POULTRY and whole FISH, for best results wash poultry and pat dry with a paper towel. Then place foods between two paper towels inside bag before Vacuum Sealing. The paper towels helps to absorb excess moisture and juices.
- Vacuum Sealing red MEATS and fish fillets, for best results pat dry with a paper towel. Then place foods between two paper towels inside bag before Vacuum Sealing. The paper towels helps to absorb excess moisture and juices.

Note: Vacuum Sealing may cause meat to darken. This is due to the removal of oxygen and does not indicate spoilage.

- The VACPRO Home Vacuum Sealer can also protect NON-FOOD ITEMS from oxidation, corrosion and moisture. Simply store and seal items in a VACPRO Vacuum Bag and follow the “Preserving Food in a Vacuum Bag” instructions.
- Vacuum Seal items to help keep them dry, and take up less room for storage. e.g. camping, batteries, important documents, travelling and emergency equipment.
- Vacuum seal wet paint brushes between paint jobs without cleaning, it keeps them moist and saves on clean up time.
- Use the Canisters to store DELICATE ITEMS such as berries, biscuits and salad leaves or use to store sauces or soups.
- The Marinate Bowl (Sold Separately) is a great solution for marinating meats in minutes, not hours, as Vacuum Sealing opens the pores in foods such as meat, poultry and seafood’s allowing foods to absorb marinades at a fraction of the time.
- For the busy family, on-the-go meals can be prepared ahead and Vacuum Sealed in individual servings, and ready to heat anytime.
- Prepare foods in advance for picnics and camping trips or barbecues.
- To make an ICE PACK, pour water into a bag, allowing at least 7cm of space at the top of the bag (this allows space for expansion of liquid when frozen and sealing space for the bag). Do not seal at this point. Place the filled liquid bag upright into a freezer, when liquid is frozen, remove bag from freezer and Vacuum Seal. Use for ice in the cooler, or ice packs for sports injuries.
- Primarily the VACPRO is used for vacuum sealing, however you are able to reseal foil based bags such as chip and biscuit bags using the Manual Seal function.



CLEANING AND MAINTENANCE

It is important to ensure that all parts of your VACPRO sealing system is cleaned on a regular basis.

Follow the care and cleaning guidelines below:

1. Always unplug the unit before cleaning.
2. Do not immerse appliance in water or any other liquid.
3. Do not use abrasive cleaners to clean the unit.
4. Wipe the outside of the unit with a damp cloth, sponge or mild dish soap.
5. Wipe away food residue and water inside or around component with a paper towel.
6. Dry thoroughly before use.

Cleaning Lower Gasket:

Remove Lower Gasket from its indentation location and wash with warm soapy water then rinse thoroughly. Ensure Lower Gasket is completely dry before installing back into indentation location.

IT IS IMPORTANT that the lower gasket is not out of shape or damaged in any manner otherwise air tight seal will not be formed with Upper Gasket when cover is closed.

Cleaning Vacuum Bags:

Note: Do not reuse the VACPRO bags after using with raw meat, fish or poultry or after the bag has been heated, ie microwave or simmer.

1. Wash bag material in warm water with a mild dishwashing soap.
2. Alternatively, bags can be washed on the top rack in your dishwasher by turning the bag inside out. Stand bags up so that the washing water can rinse the entire surface.

Cleaning Accessories:

(Including canister base, marinate bowl base, lunch box base and hose accessories.)

Note: Marinate bowl and lunch boxes are sold separately.)

1. Wash all vacuum accessories in warm water with a mild dishwashing soap (**except canister lids.**)
2. Canisters, Marinate bowl and Lunch Box bases are top rack dishwasher safe. Lids should be wiped down with a damp cloth and must not be immersed in water.
3. Ensure all accessories are thoroughly dried before use.

Note: Canisters, Marinate Bowl and Lunch Box are not to be used in microwaves or in freezers.

Keep the unit in a flat and safe place, out of the reach of children.

STORING YOUR VACUUM PRESERVATION SYSTEM

Important: Do not store or leave appliance for extended periods with the cover closed and locked into position. It may cause the gaskets and seal profile to become compressed and compromise the sealing ability of the unit. Always store the unit with the cover closed but in the UNLOCKED position.

TROUBLE SHOOTING

BEFORE YOU CALL FOR SERVICE PLEASE REVIEW THE TROUBLE SHOOTING TIPS FIRST.

Problem	Possible Cause	Solution
Nothing happens when I press the vacuum sealer	<ol style="list-style-type: none"> 1. Power cord not plugged in. 2. Power cord is damaged. 	<ol style="list-style-type: none"> 1. Make sure the power cord is correctly plugged into the electrical outlet, and in the “on” position. 2. Check power cord and plug, and make sure they are not damaged in any way. If damaged, do not use the vacuum sealer.
Air is not removed from the bag completely	<ol style="list-style-type: none"> 1. The bag has not been placed correctly inside the Vacuum Chamber. 2. Debris covering sealing strip or gasket. Sealing strip or gaskets may be out of place. 3. Bag may have a hole. 4. Unit cover has not been closed properly. 	<ol style="list-style-type: none"> 1. To seal properly, open end of bag should be resting entirely inside the Vacuum Chamber. 2. Check sealing strip and gasket beneath the lid for debris and wipe clean and smooth them back into place. 3. To test, seal the bag with some air in it, submerge in water, and apply pressure. If there are bubbles present, it does indicate a leak and a new bag should be used. 4. Open cover and re-close the cover. Push down firmly on the cover until you hear two ‘clicks’ indicating the cover is now fully closed and locked in.

Problem	Possible Cause	Solution
Vacuum sealer bag loses vacuum after being sealed.	<ol style="list-style-type: none"> 1. Bag not sealed properly. 2. Moisture or juices from foods. 3. Bag has a hole. 	<ol style="list-style-type: none"> 1. Wrinkles, crumbs, grease or liquids may cause leaks along the seal. Reopen bag, wipe the top inside of the bag and smooth it out along the sealing strip before resealing. 2. Check if there is moisture or juices from the food present within the bag, if yes, you may need to cut open the bag and reseal it, or use an entirely new bag. Foods with excess liquids should be frozen before vacuum sealing. 3. If items have sharp edges, they may have punctured the bag, and released the vacuum. Cushion sharp edges in the contents of the bag with paper towels.
Vacuum sealer not sealing bag properly	<ol style="list-style-type: none"> 1. Sealing strip is too hot. 2. Manual Seal function still active or needs to reset. 	<ol style="list-style-type: none"> 1. If sealing strip over heat and melted the bag, it's necessary to lift the lid and allow sealing strip to cool for a few minutes. 2. Turn off power to vacuum sealer and allow 15 seconds to reset. Turn vacuum sealer back on.
The Canisters, Marinate Bowl or Lunch Boxes will not vacuum	<ol style="list-style-type: none"> 1. Lower & Upper gaskets are not forming an air tight seal. 2. Canister lid dial not in SEAL position. 3. Accessory hose not correctly attached to Vacuum Seal Hose Port or canister lid. 	<ol style="list-style-type: none"> 1. Ensure that rubber gasket ring on is free from food content. 2. Gently turn the canister lid dial arrow to SEAL position. 3. Make sure accessory hose is firmly pushed in all the way into Vacuum Seal Hose Port on appliance and canister lid.



Your Aquaport Australian 12 Month Repair or Replacement Warranty

Aquaport warrants this appliance to the first purchaser and subject to the stated conditions:

Warranty covers any defects in material or workmanship in the manufactured product within the first twelve months from the date of purchase.

To make a warranty claim you must call Aquaport on toll free number 1300 764 325 for instructions.

If a product is found to be faulty there is a 90 day return policy from the date of purchase. Products returned to store MUST be accompanied by a valid proof of purchase.

For warranty claims outside of 90 days from date of purchase, product will be repaired or replaced at our discretion. Repair or replacement costs of the product will be covered under warranty by Aquaport.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

The benefits given to you by this warranty are in addition to other rights and remedies of the consumer law in relation to the goods or services to which this warranty relates.

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 goods fail to be of acceptable quality and the failure does not amount to a major failure.

Conditions of this Warranty:

1. This product has been fully installed in accordance with the user manual installation instructions.
2. The warranty extends only to repairing or replacing any component that proves to be defective in material or workmanship.
3. The warranty does not cover defects occasioned by misuse, alterations, accidents, or used for other than the intended purpose.
4. The warranty does not cover damage to the product caused by accident, fire, floods, power surges or black outs.
5. Proof of purchase is required for warranty claims.

Please keep purchase receipt in a safe place.

Customer Care 1300 764 325

Aquaport Corporation Pty Ltd
70 Hardys Road, Torrensville,
South Australia 5031
Email: aquaport@aquaport.com.au

New Zealand Customers
Telephone: 0800 210 190
Email: info@aquaport.co.nz



CUSTOMER HOTLINE: 1300 764 325

Aquaport Corporation Pty Ltd
70 Hardys Road, Torrensville SA 5031
Phone: (08) 8354 0711

New Zealand Customers
Telephone: 0800 210 190
Email: info@aquaport.co.nz

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