

360

WORRY-FREE WARRANTY

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COVERAGE INCLUDES;

- *The complete pool structure for the life of the pool*
- *Protection from corrosion and all backyard chemicals*
- *Pools installed below grade level*

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WARRANTY

AND CONSUMER SUPPORT PROGRAM



Thank you for choosing Sunsports. We are the leading North American manufacturer of above ground pools. We pride ourselves on our attention to the details that distinguish our products in the marketplace. Our commitment to inspired design and consistent quality are unmatched in the industry. We are confident that your new pool will provide many years of family fun and entertainment.

Sunsports warrants the complete Pool structure to be free from defects in factory workmanship and material under normal use and care for the life of the pool, and will, at its option, replace or repair any parts subject to the terms of the warranty schedule and subject to the Terms, Conditions and Exclusions set forth below. This warranty is transferable in the event of a new property owner.

WARRANTY SCHEDULE AND CUSTOMER CARE SCHEDULE SUPPLIED BY YOUR SUNSPORTS DEALER.

IMPORTANT NOTICE - PLEASE READ

NEVER permit diving, jumping or horseplay in or around your swimming pool.

**Diving or jumping into shallow water, such as the depth of your pool,
can result in serious injuries, paralysis, and death.**

Your swimming pool is not designed for diving or jumping. Serious or fatal injuries can result. Always supervise activities in and around your pool to ensure safe swim practices. Safety labels are included with your pool and should be displayed as instructed. If they fade, discolor or become damaged, new labels can be supplied free of charge by contacting our warranty department. Visit The Association of Pool and Spa Professionals website at www.apsp.org for important pool safety tips.

SWIM SAFELY

Terms & Conditions

1. Your purchase **MUST** be registered within 30 days of purchase at www.mypoolwarranty.com.
2. If the warranty is claimed within the first year of purchase, the shipping and handling charges will be covered at 100%. After the first year, the claimant will be responsible for all shipping and handling charges related to defective and replacement components. Parts under claim may be requested if the submitted pictures do not adequately represent the claim, or if physical testing of parts is required to validate a claim.
3. This warranty coverage remains in effect on a properly installed and maintained pool, which excludes wall failures due to improperly installed skimmer gaskets or leaking from improperly installed skimmers.
4. Sunsports does not warrant the liner or any other maintenance equipment or accessories sold by the third party.
5. No incidental, consequential, or other damage claims will be paid. Failure of the purchaser to allow the local retailer and service center and/or manufacturer to inspect the claimed defective product (at local retailer and service center and/or manufacturer's business location), shall render this warranty null and void.

Making a Claim

1. To initiate a claim under this warranty, the purchaser must first contact the Sunsports Dealer from whom the product was purchased.

Your Sunsports Dealer where the pool was purchased is authorized to correct legitimate manufacturing-related defects. Additionally, the local retailer and service center have the authority to determine, beyond a reasonable doubt, that the defect is one created by the manufacturer and, if applicable, will inform the customer of repairs required to correct the defect, whether by repair or replacement. Sunsports has confidence that the local retailer and service center used an authorized installer to ensure proper installation, and that proper care and maintenance were performed according to manufacturer's instructions.

2. If the local retailer and service center are unable to confirm the claimed defect, the customer must promptly notify Sunsports, in writing, of any anomalies, imperfections or peculiarities that could indicate a possible manufacturing defect. A warranty claim must be accompanied by the bill of sale and a minimum of 6 pictures that clearly identify the suspected defect. A picture of the skimmer area on the outside of the pool is required, regardless of the nature of the suspected defect. If a suspected defect is not able to be determined by the Retailer of Sunsports, the purchaser must bear the expense of cleaning, packaging and shipping the part or parts to Sunsports' after receiving prior authorization from Sunsports' warranty department for inspection and determination of resolution.

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**REFER TO THE POOL INSTRUCTION
MANUAL FOR ADDITIONAL
POOL MAINTENANCE
INSTRUCTIONS**

What is not covered

1. Damages resulting from accident, misuse, fire, water, storm, improper installation, modification or alteration, or use of unauthorized parts.
2. Wear resulting from the normal life expectancy and routine use of the pool components.
3. Scratches that result from normal wear and the normal behavior of the materials, and which are not damaged, that justify replacing some or all of the pool frame parts or wall.
4. Damage caused due to accumulation of snow and ice causing structural failure of the pool.
5. Deterioration of the pool or its foundation due to existing and/or developing tree roots.
6. Deterioration due to stumps or other objects in the ground.
7. Damage caused by sand bottom that has bumps, holes, or furrows created by ants, termites, worms, moles or any animal.
8. Damage caused by the pressure exerted by the winter cover or its fastening system.
9. Damage caused by water level dropping over the winter due to cuts or tears to the liner.

Other Factors

1. Sunsports cannot be responsible for damages to the components caused by the purchaser or the installer. Sunsports has no affiliation with any installer. Installation should be performed either by the local retailer and service center or an authorized installer chosen by the dealer.
2. The pool must be installed and maintained according to manufacturer's instructions provided with the pool at the time of purchase. Failure to do so may void the warranty.
3. Modifications made to the pool design and any of the components, in whole or in part, contrary to the manufacturer's instructions, render the warranty null and void.
4. The warranty covers only the original components of the pool frame and wall.
5. Damage resulting from pieces of equipment furnished and installed by the customer that impede or interfere with the normal operation of the pool.
6. Leaving the pool empty will void this warranty.
7. Damage beneath the skimmer, which includes the skimmer opening and round return opening, are specifically not warranted. Refer to the skimmer maintenance instructions and the pool installation instructions.
8. Damage resulting from icing inside the skimmer opening.
9. Damage resulting from an installation performed by the customer and/or the customer's agents that fail to comply with all local codes.

Care and Maintenance

1. **Never allow your pool to stand empty.**
2. **Prepare your pool for winter correctly by strictly adhering to manufacturer's instructions. Make sure all leaks have been repaired to eliminate the possibility of shifting ice and/or liner displacement that can result in damage to your pool. Clean all metal components.**
3. **Do not use a "Gizmo" on your pool as this can cause structural failure of the pool and is not covered under the warranty.**
4. **Promptly and completely remove all accumulations of snow and ice from the top of the pool to avoid structural failure of the pool.**
5. **Check for leaks around the skimmer and return hose on a monthly basis and repair as necessary.**
6. **Check your water chemistry at your local pool dealer where the pool was purchased and follow recommended schedule of water checks. The use of any additive that is not recommended, or in amounts that are not recommended by manufacturer, retailer or service center, may void your warranty.**
7. **Keep your pool clean. Use pool cleaners as recommended by your pool dealer to keep the structure and wall of your pool looking new for many years of enjoyment.**