

# 2025 Pond's Pool Spa Ltd – Warranty Compliance Policy

At Pond's Pool Spa, we stand behind the quality of our workmanship and strive to provide lasting solutions. Please review our warranty coverage details below:

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## 1. VINYL LINER REPLACEMENTS

**Warranty Period: 1 Year from Date of Installation**

Coverage Includes:

- Wrinkling of the liner (excluding issues caused by groundwater or improper drainage).
- Retucking of liner edges that have come out of the track.

Exclusions:

- Rips, tears, or punctures not caused by manufacturing defects.
- Any damage or due to misuse, sharp objects, pets, children, picking, or improper chemical balance (chemistry records are required for all liner defect claims).

**Important Note:** Damage resulting from environmental factors such as groundwater, shifting soil, or hydrostatic pressure is not covered under warranty.

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## 2. PLUMBING & EQUIPMENT REPAIRS OR REPLACEMENTS

### *A. Plumbing Repairs & Replacements (Exposed)*

**Warranty Period: 1 Year from Date of Repair or Replacement**

Coverage Includes:

- Repairs made to exposed plumbing located in sheds, pump houses, or outdoor visible areas.

**Exclusions:** Freeze damage, accidental impacts, or issues arising from unrelated plumbing changes or poor drainage.

## ***B. EQUIPMENT – Replacement VS. Repair Warranty***

### **REPLACEMENT Warranty Period: 1 year from the date of replacement**

Coverage Includes:

- Replacement of new equipment purchased and installed by Pond's Pool Spa.
- Warranty applies to both parts\* and labour associated with the installation. (\*based on vendor policies)

#### **Exclusions:**

Freeze damage, accidental impacts or misuse, issues arising from unrelated plumbing changes or poor drainage, damage caused by improper water chemistry or lack of regular maintenance.

#### **Why replacements carry a longer warranty:**

Brand-new equipment comes with a manufacturer's warranty, and installation by our team ensures it's set up under optimal conditions. This allows us to stand behind the product and our workmanship for a full year.

### **REPAIR Warranty Period: 90 days from the date of repair**

Coverage Includes:

- Labour and parts supplied by Pond's Pool & Spa for the specific repair performed.
- Warranty applies only to the exact component or section repaired.

#### **Exclusions:**

Any new issues unrelated to the original repair, failures caused by age or general wear of existing equipment. Damage from freeze, accidental impacts, poor drainage, or improper water chemistry. Issues caused by unrelated plumbing changes or additional modifications after repair.

#### **Why repairs carry a shorter warranty:**

Repairs are performed on existing equipment, which may have age-related wear or other hidden issues. While we warranty the specific work completed, we cannot guarantee the overall life or performance of the remaining components.

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### 3. EXCAVATED LEAK REPAIRS

#### **Warranty Period: 1 Year from Date of Repair**

Coverage Includes:

- Leaks repaired under decks or in areas requiring demolition, excavation, or concrete removal.

Exclusions & Limitations:

- Costs associated with equipment rentals, restoration, or additional materials are not included in the warranty.
  - Leak detection services are only covered if the same leak recurs in the original repair area.
  - If a new or different leak is found, it is not covered under warranty and will be quoted as a new repair.
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### 4. ISOLATED PATCHES & REPAIRS

#### ***A. Liner Patches & Liner Wrinkle Removal (Flattening)***

**Warranty Coverage: NOT WARRANTIED**

**Liner patches** are considered temporary solutions. The adhesive used naturally degrades over time due to water pressure and chemical exposure.

**Liner wrinkle removal or flattening** is considered a temporary solution. While wrinkles can be reduced or eliminated during the process, their return is possible due to unforeseen factors beyond our control, and therefore cannot be predicted or guaranteed.

- Service Charge: \$190 for the first hour and \$150/subsequent hour + materials
- We will advise if a more permanent repair (e.g., liner replacement) is the better long-term solution.

#### ***B. Isolated Concrete / Plaster Patches***

**Warranty Period: 6 Months from Date of Repair**

Concrete and plaster repairs are subject to several external conditions that can affect their longevity.

Please Note:

- Cracks may recur due to water chemistry, environmental shifts, or the age of the structure.
- These factors are outside our control and not covered under warranty.
- If further work is required beyond the original repair, labour and material charges will apply.

### ***C. Tiling and Grout***

**Warranty Period: 6 Months from Date of Repair**

Tile work, retiling, and grout repair are sensitive to wear and environmental impact.

Please Note:

- Mortar and grout degradation may occur again due to structural age, water chemistry, or environmental changes. We may require the balance sheets
- These conditions are beyond our control and not included under warranty.
- Any additional work following the initial repair will be subject to standard labour and material rates.

## **5. LEAK DETECTION SERVICES**

### ***A. Leak Detection (Using specialized equipment)***

**Warranty Period: 30 days from the date of service**

If a leak we located and repaired during this time reappears, we'll return to re-check it at no charge.

Please note:

- Finding leaks in a pool can be very challenging. Once a leak is found and sealed/repaired, the pool must be monitored for water loss. If water loss continues, further leak detection will be required and will be billed at \$150/hr plus the cost of repairs and materials.

- Leaks can present in many ways — from small drips to hidden underground issues — and may develop or change over time. New liners should not leak. If a leak is discovered after we install a new liner, we will cover the first 2 hours of leak detection. If it is determined that the leak is not due to a manufacturing defect or our installation, you will be charged \$150/hr for additional leak detection plus the cost materials to fix the leak.
- We can't cover leaks that were not present or detectable at the original visit.
- New leaks caused by wear and tear, ground movement, weather, or other factors are not included.
- If recommended repairs are declined, the warranty applies only to the detection service, not leak prevention.

For best results, maintain proper water chemistry and levels, and contact us right away if you suspect a new leak.

***B. Minor Leak Repairs (fixed with epoxy upon finding leak)***  
**Warranty Period: 30 days from the date of repair**

'Please refer to section A. Leak Detection (using specialized equipment)'

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## **General Warranty Conditions**

- Warranties are non-transferable and apply only to the original purchaser.
- Proof of purchase or service may be required for warranty claims.
- Warranty becomes void if third-party modifications or repairs are made without approval from Pond's Pool Spa.
- Warranties do not cover damage resulting from neglect, improper pool maintenance, freeze/thaw cycles, or acts of nature (e.g., flooding, earthquakes).

# 2025 Pond's Pool Spa Ltd – After Care Guide

Protect your investment and keep your pool water safe with these simple steps. Consistent care helps prevent damage and ensures your liner, plaster, and/or grout lasts as long as possible.

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## 1. Keep Water Balanced (*Check Weekly*)

Unbalanced water can cause wrinkles, fading, or premature liner wear. Plaster/grout surfaces can deteriorate at a higher rate as well. Ensure you or your maintenance company keeps accurate chemical balance sheets.

- **pH:** 7.2 – 7.6
- **Alkalinity:** 80 – 120 ppm
- **Calcium Hardness:** 200 – 400 ppm
- **Free Chlorine:** 1 – 3 ppm
- **Cyanuric Acid:** 30 – 50 ppm

*Tip:* Test after storms, heavy use, or adding water. Adjust chemicals gradually and retest.

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## 2. Maintain Circulation

Run your pump **8+ hours daily** to keep water moving and chemicals evenly distributed.

- Empty skimmer and pump baskets weekly.
  - Backwash or clean your filter as needed.
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## 3. Keep It Clean

- **Cover:** Use a cover when your pool is not in use.
- **Daily:** Skim debris from the surface.

- **Weekly:** Vacuum pool floor and brush walls, steps, and corners. Use a vinyl-safe brush for liners. Brushing algae off plaster walls will prevent staining that can become deeply embedded.
  - **Monthly:** Wipe the waterline to remove oils and sunscreen residue.
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#### 4. Prevent Algae

- Maintain proper chlorine levels.
  - Shock the pool every 4–6 weeks, or after heavy use/rain.
  - Use algaecide weekly in peak summer months.
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#### 5. Avoid Common Mistakes

- Don't let water chemistry drift.
  - Use only vinyl-safe cleaning tools (no abrasive brushes).
  - Remove leaves quickly to prevent stains.
  - Address leaks or bubbles early—small issues can worsen fast.
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**Remember:** Environmental factors like groundwater, soil movement, freeze damage, or sun fading, are outside warranty coverage. Proper care protects your investment and supports your warranty.

Please contact us if you have any questions at: [admin@pondspoolspa.ca](mailto:admin@pondspoolspa.ca)