

WARRANTY



Elbtal Plastics GmbH & Co. KG (ELBTAL) warrants that the elite® material delivered by us is a swimming pool membrane for which we guarantee¹ from the date of purchase² under normal use, exposure and usage:

WATERTIGHTNESS³
15 YEARS
Warranty

STAIN^{*} RESISTANT⁴
5 YEARS
Warranty

CHLORINE^{*} RESISTANT⁴
5 YEARS
Warranty

The installation must be performed by a certified installer who has participated in and successfully completed the Certification Training Program organised by **ELBTAL**. If not, the installer shall be certified competent in installing PVC membranes for pool applications. The membrane has to be installed according to the **Installation Manual** of **ELBTAL** in a shell previously disinfected, without rough spots (rust, gravel or abrasive surface), defective foundations or mechanical breakdowns.

Once the membrane has been installed, it is up to the pool owner to ensure that the water is properly balanced and the maintenance of the pool is properly done. The guide of care instructions for the correct maintenance is enclosed with this warranty. The certified installer must explain these care instructions to the pool owner. Our warranty does not cover damage to the elite® membrane caused by the non-respect of our care Instructions which will cause damages to the material.

A membrane failure must be reported in writing within thirty (30) days after it appears⁵. Proof of purchase and original label (charge number) must be presented with any claim. **ELBTAL** reserves the right to refuse guarantee service if this information is not complete.

ELBTAL reserves the right to replace or repair the damaged areas in the membrane covered by this warranty⁶. The period of the warranty shall not be extended due to replacement and/or subsequent repair work.

ELBTAL warranty does not apply in case of force majeure such as ice damage, failure caused by exceptional temperature extremes or improper use of chemicals. We disclaim any liability for the cost of membrane removal and reinstallation or water and chemical replacement. We expressly renounce and disclaim for consequential damages to property of purchaser or any other person. In addition, **ELBTAL** will not assume any liability if the pool installation violates local building codes.

Coswig, 01. January 2017

^[1] The guarantee only applies to our direct distribution partner and must be asserted by the latter.

^[2] The guarantee period begins with the handing over of the swimming pool with the built-in elite® membrane by the dealer/installer/swimming pool contractors to the end customer, however no later than 12 months after delivery of the product to our direct contract partner (respective wholesalers/retailers).

^[3] 15 years guaranteed watertightness: The warranty applies only to the watertight integrity of the elite® pool membrane. Welding seams, connections and installations of all kind of fittings are excluded, as well as any physical damage on the material or damages during storage or transportation.

^[4] 5 years of stain and chlorine resistance: The warranty applies only if the maintenance of the pool is performed according to the care instructions. A damage on the surface will not retain the stain and chlorine protective effects. If stains and/or discolourations affect less than 1% of the membrane surface inside the pools the warranty does not apply.

^[5] If there is a claim, **ELBTAL** or a partner commissioned by **ELBTAL** must be given the opportunity to inspect the product in the intended, installed condition and to examine the complaint. If we are not given the opportunity to carry out an on-site inspection of the affected product in the installed state or the product has already been removed before a possible inspection, any guarantee claims are then void.

^[6] **ELBTAL** reserves the right to replace material with the next best quality option, if elite® is not available. That means warranty material replacements will be elite® or similar. Therefore, we do not guarantee that a replacement will be always possible in the same colour option.



Installation manual and care instructions are available at www.ELBEpools.com