



PRODUCT WARRANTY INFORMATION

REGISTER ONLINE WITHIN 30 DAYS TO ACTIVATE YOUR WARRANTY

Wet Edge Technologies® does not perform pool finish installation services, and this limited warranty does not cover workmanship of the installation. Wet Edge Technologies® must be notified in writing of any failure claim. Wet Edge Technologies® will require the Certified installer to inspect and validate the warranty claim. Wet Edge Technologies® at its discretion can perform a core test to determine the cause of the complaint. If the claim is validated Wet Edge Technologies® will cover the material and labor costs of the Certified Installer to replace or repair the area of failure. Pool chemical abuse, poor water conditions and lack of maintenance are to blame for most pool surface problems. A proper start up during the first 30 days of the pool's life and regular maintenance are critical in sustaining an aesthetically pleasing and long lasting pool finish. Follow the 28 Start Up Instructions and Daily Maintenance Care that is available at http://wetedgetechnologies.com/files/28_Start_Up_Instructions.pdf

WARRANTY LIMITATIONS & EXCLUSIONS

Warranty is limited to Wet Edge Technologies® ingredients. Wet Edge Technologies® shall have the right to repair only the area of failure. The warranty does not cover material failure caused by structural damage. Some loss of pebbles in the Serenity Stone®, Prism Matrix®, Signature Matrix®, Satin Matrix® and Pearl Matrix® is expected and is not considered product failure. Minor surface check cracks also known as crazing are not considered failure. Limited warranty does not cover fading or loss of color. Wet Edge Technologies® products are not warranted out of water. Pools and/or spas drained and left empty for more than 48 hours will void the warranty. Wet Edge Technologies® shall not be held responsible for incidental and consequential costs including but not limited to water replacement, chemicals, and loss of use of the pool are not covered. This warranty shall not cover damages that have been caused by physical abuse or neglect, through lack of proper water chemistry balancing or other chemical abuses, or sanitation applications. Daily water chemistry and pool operation must be maintained to the manufacturer's standards. Please refer to the 28 Day Start Up Instructions and Daily maintenance Care Card. Water must be professionally tested once a month and records must be presented when making a warranty claim. All pool finishes are composed of natural materials that have certain inherent characteristics. Normal mottling could occur across the surface resulting from differences in moisture content and/or rate of hydration within the matrix of the surface coating. Normal mottled variation, is not considered a failure or defect, but is a normal characteristic of cementitious products. Re-polishing Primera® is not considered a material failure. Contractors will charge a fee to re-polish the surface. A few Wet Edge Technologies® products contain a small amount of crushed abalone and mother of pearl shells to add a sparkle in the pool finish. Wet Edge Technologies® has not had any failure with shell blends but because of the unique composition of these shells they are not warranted against long-term breakdown or loss of color due to poor pool water chemistry. For a listing of products containing seashells please contact Wet Edge Technologies®.

WARRANTY COVERAGE

Product disintegration or deterioration due to failure not related to workmanship or chemical abuse.

Wet Edge Technologies® warranties are non-transferable.

Limited 15 year warranty for **Residential** Pools & Spas
Limited 7 year warranty for **Commercial** Pools & Spas

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Limited 15 year warranty for **Residential** Pools & Spas
Limited 7 year warranty for **Commercial** Pools & Spas

Limited 10 year warranty for **Residential** Pools & Spas
Limited 5 year warranty for **Commercial** Pools & Spas

Limited 7 year warranty for **Residential** Pools & Spas
Limited 3 year warranty for **Commercial** Pools & Spas