



PRODUCT WARRANTY INFORMATION

REGISTER ONLINE WITHIN 30 DAYS TO ACTIVATE YOUR WARRANTY

WARRANTY CLAIM PROCESS

Contact your pool contractor or Certified Wet Edge installer to pre-inspect the pool finish. All claims for defective material require a written submission. The pool water must be professionally tested once a month and records must be submitted when making a warranty claim. WET must be given the opportunity to inspect the warranty claim. WET at its discretion can perform a core test to determine the cause of the complaint. If it is found that the Wet Edge material is defective WET will cover the material and labor costs of the certified installer to replace or repair the area of failure. 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.

WORKMANSHIP ISSUES

If there is a complaint related to workmanship submit a claim directly with the application company that installed the pool finish or contact your pool builder.

WATER CHEMISTRY

Poor water chemistry and lack of maintenance are the cause of most pool surface problems and are not considered to be product failure. Damages that have been caused by lack of proper water chemistry balancing or other chemical abuses, neglect or sanitation applications. Issues such as stains, scale build up or spot etching caused by water chemistry and/or maintenance is not covered by this warranty. Proper water chemistry and regular weekly maintenance are critical in sustaining an aesthetically pleasing and long lasting pool finish. Weekly water chemistry and pool operation must be maintained to the manufacturer's standards. Please refer to the 28 day start up instructions and weekly maintenance readings located at <http://wetedgetechnologies.com/startup>.

THIS WARRANTY EXCLUDES BUT IS NOT LIMITED TO THE FOLLOWING ITEMS:

- Material failure caused by structural damage.
- Pool finishes placed out of water.
- Pools and/or spas drained and left empty for more than 48 hours.
- Damage caused by freeze/thaw conditions and or acts of God.

NOT CONSIDERED A PRODUCT FAILURE OR DEFECT:

- It is expected that there will be some loss of pebbles in the Serenity Stone®, Prism Matrix®, Signature Matrix®, Satin Matrix® and Pearl Matrix®.
- Fading or loss of pigment color.
- Minor surface check cracks also known as crazing.
- 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 defect but is a normal characteristic of cementitious products.
- Re-polishing Primera Stone®. Contractors will charge a fee to re-polish the surface.

NOT COVERED BY THIS WARRANTY

Wet Edge Technologies® warranties are non-transferable. 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.

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