



## PRODUCT WARRANTY INFORMATION

### REGISTER ONLINE WITHIN 30 DAYS TO ACTIVATE YOUR WARRANTY

#### WARRANTY REGISTRATION

Warranty registrations must be submitted on the Wet Edge website by the pool owner or pool contractor within 60 days. Warranty registrations are sent to the certified installer for product verification and validation. The certified installer reserves the right to refuse to validate the warranty registration if payment terms have not been met. Wet Edge Technologies® warranties are non-transferable. 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 Wet Edge 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.

#### WARRANTY COVERAGE

Product disintegration or deterioration due to material failure not related to workmanship or chemical abuse and/or neglect.

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

- Material failure caused by structural damage
- Delamination or blistering of the finish
- Pool finishes placed out of water or in areas that are not continuously hydrated
- Pools and/or spas drained and left empty for more than 48 hours
- Damage caused by freeze/thaw conditions and or acts of God
- Damage caused by pool water chemistry and lack of maintenance

#### 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 pool finish. Normal mottled variation is not considered a defect but is a normal characteristic of a cementitious product.
- Contractors will charge a fee to re-polish the Primera Stone® surface.

#### NOT COVERED BY THIS WARRANTY

A few Wet Edge Technologies® products contain a small amount of crushed abalone and mother of pearl shells to add a sparkle to the pool finish. Wet Edge Technologies® has not had any failure with ocean shells but because of the unique composition of these shells' they are not warranted against long-term breakdown or loss of color. For a listing of products containing ocean shells please contact Wet Edge Technologies®.

#### WORKMANSHIP ISSUES

If there is a complaint related to workmanship, submit a claim directly with the pool contractor or the company that installed the pool finish.

#### WATER CHEMISTRY

Poor water chemistry and lack of maintenance are the cause of most pool surface problems and are not considered to be a product failure. Damages that have been caused by lack of proper water chemistry balancing or other chemical abuses, neglect, or sanitation applications are not Wet Edge warrantable issues. Issues such as stains, discoloration, scale build up or spot etching caused by poor water chemistry and/or maintenance neglect are 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 per the manufacturer's standards. Please refer to the 28 day start up instructions located on the Wet Edge website. Weekly water chemistry and maintenance logs, along with the results of monthly professionally tested pool water, must be presented in case of a warranty claim.

#### WARRANTY CLAIM PROCESS

Contact your pool contractor for a pre-inspection of the pool finish before contacting Wet Edge Technologies®. Defective material claims require the completion of the Wet Edge claim form. Request an online warranty claim submission form at [support@wet-edge.com](mailto:support@wet-edge.com) or 877-984-4687.

The following records will be required on the claim form:

- Monthly water test results performed by a third party testing center. Most retail pool stores have testing labs.
- Weekly water chemistry readings and maintenance logs
- Photos of the complaint

*Primera*  
**Stone**

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

*Serenity*  
**Stone**

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

*Prism*  
**Matrix**

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

*Signature*  
**Matrix**

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

*Luna*  
**Quartz**

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

*Altima*

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