

PoolLock Factory

Czech Republic, Liptál 415, CZ-756 31
T.+420 571 423 861 Fax: +420 571 423 322
Tel. UK: 01293 22 00 80 / 81 / 82 / 83 / 84
factory@poollock.com / www.poollock.com



Warranty on PoolLock safety covers - HYDRAULIC II & III

PoolLock provides guarantee for their products for manufacturing defects:

PoolLock Hydraulic II & III Covers:

5 years warranty on wearing out parts and 10 years on mechanical stable parts

1 year for wearing out parts, plus 4 years scale down according to below listed table. Wearing out parts are: cover material, cover sideband and other cover accessories, ropes, pulleys, gliders and cover guides. Zipper and Leaf Net, in case they are used on the actual cover, are not covered by the guarantee. The transparent cover material has the reduced guarantee.

2 years for mechanical parts and constructions, plus 8 years scale down according to the below listed table. Mechanical parts are the parts of mechanical construction, the hydraulic & electric motors, and other stable mechanical parts.

From shipping date	Charge from valid price list	
	Mechanical Parts	Wearing Out Parts
Less than 12 months	0%	0%
More than 12 less than 24 months	0%	20%
More than 24 less than 36 months	20%	40%
More than 36 less than 48 months	30%	60%
More than 48 less than 60 months	40%	80%
More than 60 less than 72 months	50%	100%
More than 72 less than 84 months	60%	100%
More than 84 less than 96 months	70%	100%
More than 96 less than 108 months	80%	100%
More than 108 less than 120 months	90%	100%
More than 120 months	100%	100%

PoolLock will repair the defective part or deliver a new part. The defective part must be delivered to PoolLock warehouse or to PoolLock factory in CZ, for repair or for evaluation. Freight, custom, custom clearance, labour or other costs connected to the exchange of defective parts are not covered by the guarantee. The defective parts must be returned within 2 months after delivery/shipment of interchangeable part. Instructions for returning defective parts will be given by PoolLock. Shipped replacement part(s) will be invoiced if the old parts are not returned within 2 months.

Repair work on defective parts delivered or sent to PoolLock factory in CZ is covered by our guarantee. Repair work or exchange work at the installation site is not covered by our guarantee; travel cost for technician to and from the installation address is not covered by our guarantee and will be charged.

The guarantee is only valid to the name of the buyer on the invoice for the product in the question. PoolLock is not responsible for different guarantees given to the end user by the buyer of our product. The guarantee is invalid if the buyer of the product has the outstanding amount older than 3 months after due date.

PoolLock Safety Cover as well as all other mechanical units with moving parts has to have regular maintenance. The guarantee is only valid if the PoolLock product has been serviced regularly. Proper maintenance and service must be done yearly by a qualified person.

PoolLock has no responsibility for defectiveness caused by wrong water parameters (low or high Ph, high chlorine level, wrong water balance, wrong alkalinity & hardness, high chloride levels or high cyanuric acid level).

PoolLock has also no responsibility for consequential loss/damages caused by PoolLock products. If any legal action is taken the case shall be held for court in Czech Republic.

This guarantee has specific exclusions:

- Accidental damage or damage due to abuse, misuse or vandalism
- Failure to periodically service and maintain of the cover in accordance with maintenance schedule
- If the power pack w. electric motor is not placed in a dry place and it is exposed to the humidity
- If the cover is left with an extreme amount of water or a heavy layer of snow

No liability is accepted for any damage caused to persons or property as a result of failure to follow product safety instructions, misuse, or as a result of alternative installation methods, fixings or applications outside of those specified by PoolLock.

Please be aware that, in some areas, PoolLock offers "Annual Service" by factory technician (see Annual Service options).

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