

PoolLock Factory

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Warranty on PoolDeck slatted covers

PoolLock provides guarantee for their products for manufacturing defects:

PoolDeck Slatted Electric & Hydraulic Covers: 3 years warranty

PoolDeck products carry a three-year product guarantee to the original purchaser beginning upon the date of shipment from our factory. The guarantee covers the repair or the replacement of faulty parts. PoolLock factory 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 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 slats freeze in to the ice in the winter time
- If the slats get damaged by hails or 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.

The guarantee will be also cancelled if PoolLock has not had the opportunity to carry out requested service or repair on the cover.