



Fifteen (15) Year Limited Liner Warranty

Pocono Pool Products warrants this swimming pool liner from the original retail purchaser against defects in workmanship and weld separation for a period of **fifteen (15) years from the date of installation**. Coverage is **non-prorated during the first year and prorated thereafter**, as outlined below.

Warranty Terms and Conditions

1. Exclusions

This warranty does not cover fading, cuts, punctures, tears, or damage resulting from physical or chemical abuse, ice conditions, high water tables, improper installation, or any misuse of the liner.

2. Liner Material

The vinyl materials used in Pocono Pool Products liners are manufactured by third-party suppliers. Any claim determined to be the result of a material defect will be handled directly by the material manufacturer. Manufacturer contact information may be obtained from Pocono Pool Products by providing the liner's serial number.

3. Eligible Use

This warranty applies only to the **original retail purchaser** and is valid solely for liners installed in **private residential swimming pools**. It is not transferable.

4. Water Level Requirement

To maximize the life expectancy of the liner, the pool must remain always filled with water. Pocono Pool Products is not responsible for damage, imperfections, or irregularities caused by draining or removing water from the liner.

5. Limitations of Liability

This warranty is limited strictly to the **repair or replacement** of the liner. It does not cover labor, installation costs, freight, water replacement, loss of use, or any consequential or incidental damages. This warranty replaces all other express or implied warranties.

Prorated Warranty Schedule

(Percentage of the current retail cost due from the owner)

- **Within 1 Year:** No Charge
- **After 1 Year:** 10%
- **After 2 Years:** 20%
- **After 3 Years:** 30%
- **After 4 Years:** 40%
- **After 5 Years:** 50%
- **Years 6–15:** 60%

6. Filing a Warranty Claim

If a covered failure occurs during the warranty period, submit a written claim to Pocono Pool Products describing the issue. Please include:

- Liner serial number
- Installation date
- Daytime contact phone number

A representative will contact you with instructions for the next steps.

7. Warranty Center

Pocono Pool Products Warranty Center
117 Carlton Road
Mount Pocono, PA 18344
Monday–Friday, 8:00 AM to 4:30 PM

8. Freight Costs

All freight charges for returning a liner under warranty are the responsibility of the customer. Freight charges for shipment of any replacement liner are also the customer's responsibility.

9. Resolution Timeframe

Approved warranty repairs or replacements will be completed within **fourteen (14) business days**. If a claim is denied, a written explanation will be provided.