



Warranty



Graphex®/Pacific XL48 Wall Panels & Braces

carry a lifetime, non-prorated, transferable warranty.



Pacific® Liners & Safety Covers

carry a five-year non-prorated, plus 15-year prorated, transferable warranty.



Pacific® Braces & Steps

carry a lifetime, non-prorated, transferable warranty.

Graphex®/Pacific XL48 Wall Panels & Braces

Latham Manufacturing Corp., warrants to the original consumer purchaser, and to a one time subsequent purchaser to whom this warranty is transferred, for as long as either shall own the same, that if a Graphex®/Pacific XL48 structural wall panel or brace should fail beyond use due to a manufacturing defect, Latham Manufacturing Corp., will, at its option, repair any such defect or in the alternative supply a new Graphex®/Pacific XL48 wall panel or brace at no charge.

Pacific® Braces & Steps

Latham Manufacturing Corp., warrants to the original consumer purchaser, and to a one time subsequent purchaser of the same, that if a Pacific® Step utilizing the complete TES System, with the required number of step braces, and installed in conjunction with the Pacific® Swimming Pool System, which includes Graphex®/Pacific XL48 panels and braces, Pacific® Liners, and Pacific® Steps, should fail structurally due to a manufacturing defect, Latham Manufacturing Corp. will, at its option, repair any such defect, or in the alternative, supply a new Pacific® Step at no charge.

Pacific® Liners & Pacific™ Safety Covers Limited Warranty

Latham Manufacturing Corp., warrants to the original consumer purchaser, and to a one time subsequent purchaser to whom this warranty is transferred, for the life of the Pacific® Liner and or Pacific™ Safety Cover, that if a Pacific® Vinyl Liner and/or Pacific™ Safety cover installed in conjunction with the Pacific® Swimming Pool System, which includes Graphex®/Pacific XL48 panels and braces, Pacific® Liners, and Pacific® Steps, should fail due to a manufacturing defect, Pacific® will, at its option, repair any such defect, or in the alternative, supply a new Pacific® Vinyl Liner or Pacific™ Safety Cover, at no charge to the consumer purchaser within the first five years. After the fifth year, and up to 20 years from the date of original purchase, the same will be repaired or supplied,

at the company's option, upon payment of 50% of the then retail-selling price.

LATHAM MANUFACTURING CORP. MAKES NO OTHER WARRANTY, EXPRESS OR IMPLIED, AND ANY STATUTORY WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE HEREBY SPECIFICALLY DISCLAIMED AND EXCLUDED.

This limited warranty relates only to manufacturing defects and does not cover damage or failure resulting from other causes, including but not limited to acts of God, misuse or abuse, improper maintenance, accident, negligence, discoloration, fire, ice, fading, damage results from improper use of Salt-Chlorine Generation Systems, pool cleaners, automatic covers or improper installation. Pools that are covered in season should be safely uncovered once a day to release excessive chlorine vapor. Excessive chlorine vapor will cause premature liner failure. IMPORTANT: Polymer materials should not be exposed to UV light for excessive periods of time. Front/Back of the pool panels should be covered (tarp) if exposure to UV light is going to be greater than one week. Latham Manufacturing Corp. will not be responsible for labor charges or any additional costs from related damage that may occur. Further, this warranty shall not cover or apply to consequential damages of any kind or any loss arising from or related to a personal injury or accident of any kind. This warranty gives legal rights; the consumer purchaser may also have other rights, which vary, from state to state. The term of this warranty shall not create or extend any statute of limitations or other time limitation.

It is also the consumer purchaser's responsibility to follow all safety instructions included and associated with their swimming pool, to install all safety materials provided with the pool and to educate all users of the pool as to the safe and proper use of its intended design.

*See reverse side for claim instructions

Latham Manufacturing Corp., 787 Watervliet-Shaker Road, Latham, NY 12110
JN 6/08 1M AD#4349.08



WARRANTY REGISTRATION—PACIFIC POOLS

Warranty shall be void unless this card is completed and returned within thirty (30) days.

PURCHASER'S NAME	POOL MODEL & SIZE
ADDRESS	DATE INSTALLED
CITY, STATE, ZIP	INSTALLED BY (check one)
PURCHASED FROM	<input type="checkbox"/> Dealer <input type="checkbox"/> Consumer purchaser <input type="checkbox"/> Private installer
ADDRESS	MAIL TO:
CITY, STATE, ZIP	Latham Manufacturing Corp.
	787 Watervliet-Shaker Road
	Latham, NY 12110
	888-MYPPOOL2 (888-697-6652)

PACIFIC INDUSTRIES SHOWCASE WARRANTY

HOW TO FILE A CLAIM

All necessary warranty and care information is enclosed with each liner. It is the retailer's responsibility to present this information to the purchaser.

It is very important to complete and return the **Latham Manufacturing Corp.** warranty card within the first 30 days following installation of a new product. Our web site, www.yourpoolwarranty.com may also be used to register a warranty. Doing so validates your acceptance of the product and its instructions for use and care. It also registers your ownership and simplifies claims processing in the unlikely event you may need that type of assistance. Please follow these easy steps when contacting us:

- 1) If you believe that you have a warranty claim within five years of the date your product is installed, please contact the retail seller of the *Pacific*® Vinyl liner or *Pacific*® Safety Cover. If a manufacturing defect is the cause of a product failure, the retail seller of the product is responsible for contacting the distributor from whom the liner was purchased. Instruction will be provided to the seller as to the process by which the product will be repaired or replaced. Please do not contact **Latham Manufacturing Corp.** Customer Service department if a liner or safety cover has been in use less than five years.
- 2) After the fifth year, the owner of the product is responsible for contacting **Latham Manufacturing Corp.** directly. Our Customer Service department can be reached at 888-MYPOOL2 (888-697-6652). Simply ask the receptionist for the representatives responsible for warranty claims.

Please have available the *Pacific*® product serial number.

The product serial number is located at the bottom right corner of your portion of the written warranty. It is the eleven-digit number beneath the bar code. If the written warranty is misplaced or has not been given to you, the serial number can also be found on the back of the liner. The skill level necessary to accomplish the following is usually found in persons with experience in liner installation: Locate the vertical wall seam nearest the deep end of the pool. With moderate pressure, rub one hand within 8" on either side of the seam and within 12" from the top of the liner. The serial number tag will be detected by its greater thickness in relation to the liner. Using both hands, force the liner material up toward the receiver track and lift the bead up and out of the track. Warming the vinyl will make this process much easier. In the case of overlap, aboveground liners, some portion of the top rail and/or fastening mechanism may require removal.

Safety cover serial numbers are located on the **WARNING** tag that is sewn to safety cover. Read and record the serial number prior to contacting **Latham Manufacturing Corp.**

- 3) A Customer Service representative will ask for a claimant's name, address, phone number, product serial number, the date it was installed, the business name of the product seller/installer and a description of the claimed defect. A claim number will be assigned. **Please record and save the claim number.** The representative may require the original seller/installer to inspect the product to verify the cause of the failure. The representative may also ask for digital or paper photographs of the area suspected of being defective. In either case, the appropriate mailing address will be provided. Upon review, the purchaser will be informed as soon as possible as to the disposition of the claim.
- 4) When a claim is validated and the replacement cost is established, the purchaser will be invited to replace their existing liner or cover using current patterns and/or upgrades. Color changes are free. Upgrades, such as thicker material or non-standard material matches, will be priced identically to the then published list price minus the applicable pro-rated discount. Master Card and Visa are accepted.
- 5) Please note that after the fifth year, **Latham Manufacturing Corp.** will not be responsible for costs related to labor, removal, repair, replacement, or shipping. Taxes will be applied to each sale in the requiring states.
- 6) **Latham Manufacturing Corp.** reserves the right to change its warranty claim filing instructions and procedures from time to time. Please contact your authorized *Pacific*® Showcase retailer for the latest instructions that apply to your warranty claim.

LATHAM MANUFACTURING CORP.
787 Watervliet-Shaker Road
Latham, NY 12110

Place
Stamp
Here