

San Juan Pools Warranty Claim Initiation Form



To initiate a claim, the following form must be completed in its entirety by the warranty holder and returned by email to warranty@sanjuanpools.com. Additionally, a completed Warranty Registration Form (provided by your dealer at the completion of installation or when final payment was received) must be registered on file with the San Juan Pools Corporate Office. Claims will not be processed for any shell whose warranty has not been registered with San Juan Pools.

Claim Initiation Date: _____

Claim Submitted By: _____

Shell Owner Name: _____

Email Address: _____

Address: _____

Phone Number (1): _____

City _____ State: _____ Zip: _____

Phone Number (2): _____

Shell Serial #: _____

Model: _____

Color: _____

Dealer/Installer: _____

Installation Date: _____

Please provide a detailed description of the issue you are experiencing. In your description, please make sure to include:

- Brief description of the issue
- A description of the location (example: 1st step, coping, floor, sidewall, etc.)
- Approximate size
- Approximate depth below the operating waterline

***In order for this claim to be processed you must include a close up picture of affected area as well as a picture showing the portion of the pool with the affected area. In addition you must also provide two pictures of the whole pool from two different angles.

When was the issue first noticed? _____

Is the shell leaking? _____

If yes, have you contacted a leak detection service and obtained a leak detection report? _____

Do you use an automatic cover on the shell? _____

Do you use a salt system to sanitize your water? _____

Has a groundwater control system been installed for your shell? _____

(This kind of system could be called by several names including well points, a sump line, or a deadman line, among others.)

Before submitting your claim, please read the following information carefully and initial where indicated.

San Juan Pools Warranty Terms and Policy

What is covered by the San Juan Manufacturer Limited Warranty to Original Retail Buyer (also referred to in this document as the "warranty")?

- As detailed in the warranty form, "The San Juan fiberglass pool is warranted only against leaking caused by the structural failure of the shell due to **faulty workmanship or materials used in the manufacture of the pool shells.**" (See *San Juan Manufacturer Limited Warranty to Original Retail Buyer section 2. What is Warranted and for How Long*)
- For shells manufactured after 2010, the shell's surface finish is warranted against "staining, discoloration, and excessive fading **due to defects in materials and workmanship** for 10 years from the date of installation, but no gradual or reasonable color and surface degradation caused by exposure to chemicals or the environment." (See *Addendum to San Juan Manufacturer Limited Warranty to Original Retail Buyer*)

What is **NOT** covered by the San Juan Manufacturer Limited Warranty to Original Retail Buyer and/or could cause the warranty to become void?

- Damage resulting from improper drainage of the pool shell past the skimmer outlet
- Damage resulting from misuse, accident, act of God, ground shifting, windstorms, floods, landslides, substances, or earthquakes
- Damage caused by improper installation, dealer storage, and/or dealer transportation
- Damage caused by operation and/or maintenance equipment and/or accessories including, but not limited to installation and/or use of pool covers
- Decking (of any material type) installed or used in connection with the shell
- Attachments, accessories, or other equipment or supplies included in the shell installation which were manufactured by any other manufacturer
- Damage to the surface of the shell caused by failure to maintain properly balanced water chemistry in accordance with industry standards as set forth in the San Juan Pools Maintenance Manual
- Failure of the owner to provide San Juan Pools with access to the job site during normal business hours
- Repairs made to the shell by anyone other than an authorized representative of San Juan Pools
- Replacing water and chemicals necessary to refill the pool

Who Can Make a Warranty Claim?

- Only the Original Retail Buyer of the pool shell. The warranty is not transferable. (See *San Juan Manufacturer Limited Warranty to Original Retail Buyer section 1. Who May Enforce this Limited Warranty*)

Determination of Warranty Claim Status and Repair Fees

- A San Juan Pools (SJP) representative will evaluate photos of the reported damage submitted by the homeowner and related documents for signs of manufacturing defects. If this evaluation is inconclusive, a San Juan Pools repair technician or other authorized representative will, at the discretion of San Juan Pools, inspect the damaged area for signs of manufacturing defect. (Inspections can be done prior to scheduling a repair or on the same day a repair has been scheduled as the individual situation warrants. Separate dates for inspection and repair are not always necessary.)
 - If the damage is determined to be due to a manufacturing defect and covered under the terms of the warranty, there will be no charge for the repair.
 - If the damage is determined not to be covered under the terms of the warranty the repairs can be performed by a San Juan Pools technician for a fee at the discretion of San Juan Pools.

Please Note: The warrantor is not responsible for replacing water and/or chemicals necessary to refill the pool.

I have read and understand the Warranty Terms and Policy Statement.

_____ **Initial**

By submitting this request and signing below, I attest that the information provided is true and correct to the best of my knowledge. I also give San Juan Pools permission to contact any repair service, leak detection service, or other service provider that has previously provided services for my pool shell, and I give these providers permission to release any information regarding repair services rendered and/or inspection results.

Signature: _____

Date: _____

For Official Use Only:

Accept

Reject

Reason for Rejection: