

CLIENT CARE PACK: WARRANTY, MAINTENANCE & SURFACE GUIDE

This Client Care Pack consolidates all key information necessary for the proper care, maintenance, and warranty compliance of your newly renovated pool. It is the client's responsibility to read, understand, and follow all guidance to preserve the performance, safety, and appearance of the installed surfaces.

1. WARRANTY TERMS & CONDITIONS

COVERED UNDER WARRANTY

- **Surface Adhesion Failure:** Complete loss of bonding between coating and substrate, resulting in peeling or flaking when installed and maintained correctly.
- **Structural Delamination:** Blistering or bubbling due to defective application or materials (within specified warranty period).
- **Workmanship Faults:** Application errors causing material failure not attributable to neglect or environmental damage.
- **Material Failure:** Surface deterioration under proper maintenance, chemical use, and care.
- Painted Pools have a 12 month limited repair warranty unless specified.

NOT COVERED UNDER WARRANTY

- **Chemical Imbalance Damage:** Discolouration, etching, or scaling caused by improper water chemistry.
- **Efflorescence:** White mineral deposits due to moisture migration in cementitious products (considered natural and non-structural).
- **Cosmetic Irregularities:** Variations in surface colour, minor mottling, roller/brush lines (especially during cure).
- **Client Neglect or Misuse:** Early salt introduction, physical damage, over-chlorination.
- **Third-Party Damage or Alterations:** Damage caused by other trades, equipment, or unauthorised surface modifications.
- **Environmental Events:** Tree roots, ground movement, earthquakes, flooding, UV bleaching beyond normal wear.

WARRANTY DURATION

- **Plaster:**
 - 7 years

- **Painted Surfaces:**
 - 1 year limited
- **Fibreglass Resurfacing:**
 - 2 year
- **Tiling:**
 - 7 years
- **All Other Work**
 - 2 years

Warranties commence on the documented project completion date and are only valid once payment has been made in full. No warranty shall be offered for work with unpaid invoices.

WARRANTY CONDITIONS

The following conditions **MUST** be met to validate and maintain your warranty:

- Water chemistry must remain in acceptable ranges at all times.
- NO SALT for the first 8 weeks.
- Documentation of technician reports and test records must be maintained. It is recommended to get a water test monthly and at most every 3 months
- No unauthorised work is to be performed on the surface or fittings.
- Any continuous water loss will void any and all warranty. If you have a pool top up system, switch it off and check for levels of drop every 3 months. If in doubt please do an evaporation test. Instructions are at the bottom of this customer care package
- All required repairs identified during inspections must be carried out promptly.

Failure to comply may void warranty coverage in part or whole.

2. CLIENT RESPONSIBILITIES.

POST-WORKS & ONGOING

- Strictly follow the maintenance schedule and startup procedure.
- Engage a licensed pool technician or monthly water tests including CALCIUM tests.
- Record all test results.
- Avoid unapproved cleaning methods or harsh chemical treatments.
- Complete annual inspections and carry out repairs as advised.

3. MAINTENANCE SCHEDULE

INITIAL 12-WEEK CURING PERIOD

PLASTER POOLS:

- **Weeks 1–2:**
 - Brush entire surface every two days
 - Water testing 3 times per week (min)
 - NO SALT for 8 Weeks
 - No robotic cleaners or suction devices
- **Weeks 3–4:**
 - Brush weekly
 - Continue water testing
- **Weeks 5–8:**
 - Brush weekly
 - Add salt ONLY after Week 8

FIBREGLASS & PAINTED POOLS:

- **Weeks 1–2:**
 - No brushing or salt
 - No suction or robotic equipment
 - Water testing twice weekly
- **Week 3 onwards:**
 - Salt may be added after 12 weeks, 6 weeks minimum .

CHEMICAL LEVELS (ALL TIMES)

- **Plaster:**
 - pH: 7.2–7.6
 - Free Chlorine: 1–3 ppm
 - Alkalinity: 80–120 ppm
 - Calcium Hardness: 200–400 ppm
- **Painted Surface:**
 - pH: 7.2–7.4
 - Free Chlorine: 1–2 ppm
 - Alkalinity: 80–140 ppm
 - Calcium Hardness: and 200–250 ppm
- **Fibreglass:**
 - pH: 7.2–7.6
 - Free Chlorine: 1–2.5 ppm

- Alkalinity: 80–120 ppm
- Calcium Hardness: 150–250 ppm

WARNING: SALT ADDED TOO EARLY VOIDS ALL WARRANTIES.

MONTHLY TASKS

- Technician review and test
- Record readings in logbook
- Brush plaster if dusty or streaking appears
- Visual inspection for joint movement, cracks, scale, or debris

ANNUAL INSPECTION

- Inspect all joints, surface conditions, and penetrations
- Complete small repairs as needed
- Submit report to contractor for warranty retention

Commercial Pools:

- Clients operating commercial pools must schedule a full professional inspection bi-yearly.
- The inspection must be carried out by the contractor or authorised representative.
- A written report must be completed, stored in the client folder, and submitted to retain warranty.
- This inspection will incur a fee and is to be paid by the client.

5. SURFACE CARE INSTRUCTIONS

General Rules:

- Never drain the pool without our consultation.
- Use only soft brushes and approved vacuums.
- No acidic or solvent-based cleaning products.
- Do not use high-chlorine shock treatments without technician approval.

Plaster Tips:

- Consistent brushing prevents early scale and dust buildup.
- Mottling and variation normal during cure.

Paint & Fibreglass:

- Allow full chemical cure before heating or salt addition.
- Avoid impact or dragging equipment across surfaces.

6. TROUBLESHOOTING & FAQ

Problem	Likely Cause	Action
White blotches	Calcium or efflorescence	Brush and re-balance chemistry
Surface feels rough	Early scaling from imbalance	Adjust calcium & alkalinity; resume brushing
Blisters or bubbles	Early salt or submersion	Contact installer – inspection needed
Flaking paint	Water loss or plaster failing	Requires site inspection and patch repair
Discoloured grout	Metals, UV, or poor water balance	Test, clean with mild solution

FAQs:

- **When can I swim?**
 - 48 hours post-completion if water is balanced and approved by technician.
- **When can I add salt?**
 - Plaster: No earlier than Week 8
 - Fibreglass/Paint: No earlier than Day 7
 - Early addition WILL void your warranty.
- **What happens if I miss brushing?**
 - Surface may scale or roughen. Resume brushing and rebalance water.
- **Can I use my robotic cleaner?**
 - Only after cure period and with technician approval.
- **Who should I contact for help?**
 - **Surface Issues:** Contact installer with photos
 - **Chemistry/Equipment:** Poolwerx Applecross

Failure to follow this guide may result in the voiding of your warranty or premature failure of finishes.