

UNIVERSAL WHITE CEMENT WARRANTY FOR FINEST FINISH PRODUCTS

Please submit warranty form within 30 days of product installation.



WARRANTY CLAIM PROCESS:

The material warranty begins from the date of installation. If there is a warranty issue, first contact the pool contractor or product installer to pre-inspect any issues. Universal White Cement must be notified in writing of any claim of product failure by the contractor/installer and reserves the right to inspect any warranty claims. If it is found that the Universal material is defective Universal will cover the material costs of the certified installer to replace or repair the area of failure. Universal White Cement shall not be held responsible for incidental and consequential costs including but not limited to water replacement, chemicals, and loss of use of the pool.

WATER CHEMISTRY:

New product Installations require proper "start-up" procedures. Failure to follow proper "start-up" procedures, including but not limited to brushing of the surfaces and balancing of water chemistry, shall void this warranty. Water chemistry must be continuously maintained within the NPC or APSP recommended standards for all surfaces. Proper water chemistry and regular weekly maintenance are critical in sustaining an aesthetically pleasing and long lasting pool finish. Complete and unaltered pool chemistry records are required when filing a warranty claim. Please refer to the 28 day start up instructions and weekly maintenance readings located on the Finest Finish website. Damages by lack of proper water chemistry balancing or other chemical abuses, neglect or sanitation applications and issues such as stains, scale build up or spot etching caused by water chemistry and/or maintenance are not covered by this warranty.



INITIAL POOL WATER HEATING NOTE:

Please wait 30 days before heating your new pool and or spa, for all pools.

SALT WATER POOL:

Please wait 30 days before introducing salt into your new pool and spa system.

Universal White Cement manufactures thoughtfully sourced raw materials including a variety of natural aggregates. Additionally, we provide our proprietary high-performance cement, pigments and accents, which make up our Finest Finish Blend products.

The ingredients and formulas of our Finest Finish Blends are carefully pre-blended to ensure consistent quality, strength and durability.

Universal White Cement pigments are added at the job site.



7 Year Limited Warranty



7 Year Limited Warranty



7 Year Limited Warranty



10 Year Limited Warranty



7 Year Limited Warranty



7 Year Limited Warranty



7 Year Limited Warranty



7 Year Limited Warranty



7 Year Limited Warranty

WARRANTY LIMITATIONS:

1. This warranty is issued jointly to the contractor and pool owner. The contractor is the first point of contact for any warranty concerns.
2. Warranty is not valid unless contractor has been paid in full.
3. Materials are naturally occurring aggregates and therefore cosmetic and aesthetic variations (ex. shading, tones, grouping, mottling etc.) are naturally occurring and shall not be considered a material failure.
4. Actual aggregate size, color and texture can vary from samples and photos to finished pool. Water color is a commodity that cannot be guaranteed.
5. During the life of the pool some loss of aggregate is normal and is not considered a material failure.
6. The addition of non-“Universal White Cement” pigments or other products in the mix design will void the warranty.
7. This Warranty is not transferable
8. Mottling or overall color variances can occur across the surface resulting from differences in moisture content and/or rate of hydration within the matrix of the surface coating. Normal mottled variation is not considered a defect but is a normal characteristic of cementitious products.
9. Any re-polishing of Arctic Coast will be at owners expense.
10. Crushed Abalone and Mica are used to add sparkle to our finishes however due to the nature of these products they are not warranted against long-term breakdown or loss of color due to poor pool water chemistry.

WARRANTY EXCLUSIONS:

1. This warranty is material only and does not cover labor costs.
2. This warranty does not cover damages caused by workmanship, physical abuse, or neglect.
3. Cracks, check cracking, minor surface checking caused by structural damage or from draining the pool are excluded from the warranty.
4. Draining the pool for a period of more than 48 hours will void this warranty.
5. Pool interiors installed on surfaces out of water not covered in this warranty.
6. Damages caused by natural disasters, extreme weather or acts of God not covered in this warranty.

** Your initials or name in the **Owner Signature** field of this form will be considered a **legal signature*** →

*Please fill out the following information and submit to Universal White Cement **within 30 days of product installation**. Download PDF to your computer and fill out on screen, save and forward to warranty@universalcement.com, or print and fax to (623)915-0963*

Product Name & Installation Date: _____ / ____ / ____

POOL OWNER:

Name

Street Address

City

State

Zip Code

Telephone number

POOL INSTALLER:

Name

Street Address

City

State

Zip Code

Telephone number

*** Pool Owner Signature:**

Signature Date:

