

# REPLACEMENT COVER PROGRAM

We take this...

And give you...

THIS



WE CAN REPLACE THE

**OLD** with the  
**NEW**



Winter  
Elements

**NO MATTER THE**  
SIZE | SHAPE | AGE | MATERIAL | MANUFACTURER

# 1 GATORHYDE COVER

All GATORHYDE covers have a serial number which can be found on a metallic tag on the underside of the cover.

make a cover exactly the same as the original.

No delay, no AB's to do, no expense or inconvenience of cleaning, packing and shipping in a template.

Simply refer to the original serial number of the cover and we can

## The best, quickest and least expensive way to have a cover remade.



Every GATORHYDE cover is assigned a serial number. This serial number remains in our database forever. With this number we can replace the cover exactly as it was originally manufactured. Even if the pool has changed (i.e. the adding of a fountain, driving rock etc.) We can alter the cover in that area without changing the layout of the rest of the cover and its anchoring points.

# OR 3

## TEMPLATE - NON GATORHYDE CO

Imperial will provide a box at no charge for the return of a cover to use as a template for a new cover.

### THE PROCEDURE

Contact your Imperial Branch for an RGA Template number.

Provide a job or homeowner name, dealer name, address, template description and then Imperial assigns a Template number.

Imperial attaches to the box a Template Label that needs to be filled out with the Template Number and all other important information. There will be NO FREIGHT CHARGE to return covers to Imperial.

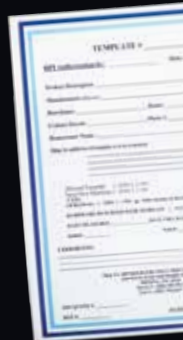
When the template is received it will be logged into our system in the order it is

received and assigned a quote number.

The template will be measured and a sign off drawing will be done by our CAD department.

The new cover will be quoted and the quote will be sent to your Imperial Branch.

The quote will be filed until a Purchase Order is received at which time the order will be entered into the system. If not returned, the template will be kept for 2 months and then disposed of.



# FOR 2

## GATORHYDE OnPoint MOBILE APP

Free GATORHYDE OnPoint Mobile App is available for Apple, Android and Chrome for smartphones, tablets and pc's.

Enter AB's for pool and/or anchors and be able to preview pool shape, direction and any obstacles.

Preview job before submitting to reduce mistakes.

Email complete information including drawing file directly to Imperial.

AB's and drawing are imported directly into our system, greatly reducing time and mistakes.

**The better, quicker and less expensive way to have a cover remade.**

Shorten response time for quotes and prevent delays in production because of mistakes with AB's by providing complete and accurate information the first time.

Simply go to your APP store and download the OnPoint App for free.

Dealers have unlimited use.



## COVER OR NOT USING THE OnPoint APP

### IMPORTANT DETAILS

The Template Box is large enough to accommodate a mesh cover about 1,200 square feet in size if folded tightly (eg. 24 x 40 with step.) If a larger cover needs to be returned, please contact Imperial customer service.

All hardware must be removed from the template before shipping cover. A \$75 fee will be charged for any cover returned with hardware attached.

Clean all templates of dirt and debris before shipping. Any cover that requires cleaning will have a \$75 fee charged.

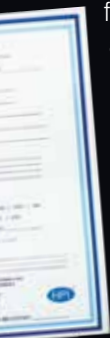
Most old covers are torn, stretched or shrunk which makes it difficult to duplicate the cover exactly. We will produce a new cover as close as possible to the

template received however cannot guarantee a 100% match. Some new anchors may need to be drilled.

Covers with bungee cords have inconsistent strap placements and cannot be matched. Templates for this type of cover can be used for the cover shape only. New covers can be made however new anchors will need to be installed.

Any product shipped without an RGA Template Number or shipped collect will be refused and returned to the shipper.

***The good, traditional way to have a cover remade.***



# REPAIR/ALTER COVER PROGRAM

## GATORHYDE™ RGA Program

### The Procedure

- Contact your local Imperial Branch for an RGA number.
- Provide a job or homeowner name, dealer name, address, cover description, and a description of the repairs or modifications needed. An RGA number will be given and an RGA sheet will be filed. A copy can be faxed if needed.
- If the cost of the repairs can be given it will be shown on the RGA sheet.
- All areas that need repairs should be clearly marked on the cover either with duck tape or a white china marker. Any drawing and instructions that can clarify the repairs should be included with the cover.
- The cover must have all hardware removed and be cleaned of dirt and debris before shipping.
- Please deliver to your local Imperial Branch.
- When the cover is received it will be logged into our system in the order it is received.
- If the cover needs to be inspected in order to quote the cost of the repairs, every effort will be made to inspect the cover quickly once received.

- We will not start work on the RGA until a Purchase Order is received by Imperial.
- Covers will be repaired in the order they are received, and every effort will be made to make the repairs and return the cover as quickly as possible.

### Important Details

- All hardware must be removed before shipping cover. A \$75 fee will be charged to any cover returned with hardware attached.
- All covers must be clean of dirt and debris before shipping as we will not work on any cover that poses a health hazard or could damage our sewing machines. Any cover that requires cleaning will have a \$75 fee charged.
- If a cover is torn, stretched or materials are extremely worn and is considered not worth repairing, Imperial will quote a new cover as close as possible to the RGA cover.
- Any cover shipped without an RGA Number or shipped collect will be refused and returned to the shipper.



**CONTACT YOUR LOCAL  
IMPERIAL BRANCH**



**DIST: Imperial Pools, Inc**  
MFTR: Hinspergers Poly Industries  
for Imperial Pools  
04/15