



Dear Valued GLI Customer,

As the final days of the 2015 winter storm season winds down, we are ready for sunshine and splashing. As the snow melts, especially in those markets that are located in the northeast, damage by winter weather may become apparent.

At GLI Pool Products we pride ourselves on making our covers to exceed industry standards in load bearing capability utilizing the highest quality components designed to withstand the rigors of harsh winters. With that in mind, snow and ice loads that exceed their limits can damage covers. Proper installation, padding and water level maintenance (not lower than 15" -18" below deck level), are all critical to avoiding a cover that will need repaired or replaced.

Through our Cover Doctors® program and experts in the field and factory, we are prepared, at any time during this season, to receive your cover (regardless of the brand*) and evaluate it for repair or replacement, typically in less than 72 hours.

We want to assure you that all covers coming into GLI are meticulously inspected for defects in material and workmanship that would be covered under the limited warranty. However, we also would be remiss if we didn't remind our valued customers of the following that would not be covered under our warranty:

- Accidents
- Perimeter wear and tear
- Acts of nature (like heavy snow and ice)
- Damage to fabric, straps, pads and springs as a result of weight loads that exceed the covers warranty limits
- Any pool that was not properly drained and resulted in cover damage

The analysis of this type of damage is straightforward and easy to identify.

There are times when damage to the cover can be handled through homeowner's insurance. Have the consumer check their policy or call their agent for details.

GLI is committed to making a safety cover that befits our proud legacy of protecting our customers and their families. If you have covers that need to be repaired or replaced, please "Call the Doctor" and we will have them ready to go in world-class time.

We thank you for your business and look forward to a warm, exciting spring and summer.

Sincerely,



GLI Pool Products & The Cover Doctor

*Does not include "Bungee" type covers.

For More Information Visit: www.coverdoctors.com

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