

EXTENDED EXPENSE & LABOR PROTECTION PLAN WITH ENHANCED PRODUCT WARRANTY



Liner Guard is a cooperative effort between participating dealers and The Vinyl Works[®]. This Protection Plan offers years of security to cover the possibility that your retail customers' Vinyl Works[®] liner needs replacing due to a warranty-covered defect.

The program allows you to sell this extra value to retail customers at a profit or simply include it in the contract price – helping to garner sales. It's protection for your company that you can pass on to retail customers. The choice is yours on how this plan works for you!

Simply by using extended labor and expense protection from you, plus an enhanced product warranty from The Vinyl Works[®] as incentive, we foresee success offering 'security' as an added feature to entice the consumer to do business with your company. This incentive will help separate Liner Guard protected companies from the competition both on new pool sales and replacement liner jobs.

With Liner Guard, you will be able to offer labor and expense protection for up to 5 years and an enhanced liner product warranty up to 20 years prorated with the first 5 years covered in full.

We offer 3 Levels of available coverage (*Platinum*, *Gold* and *Silver*) that are purchased from us after filling out and signing The Vinyl Works, Inc[®]. Extended Service Contract.

- Platinum Extended Service Contract offers up to \$2000.00 of eligible reimbursement.
- Gold Extended Service Contract offers up to \$1500.00 of eligible reimbursement.
- Silver Extended Service Contract offers up to \$1000.00 of eligible reimbursement.

*See Contract for complete details.

Note: If you are currently signed up for this Protection Plan and would like to switch to a different level, you are required to fill out a new contract and also notify us in writing of your intentions to cancel the existing signed contract.

If you choose to offer this Extended Labor Protection Plan in your retail sales contract, it is highly suggested that you consult with an attorney to formulate the correct language and any necessary disclaimers needed for your company.

The Vinyl Works Warranty Department



THE VINYL WORKS, INC[®] EXTENDED SERVICE CONTRACT



- 1. The Extended Service Contract will apply to all in-ground liners purchased from the effective contract date. Contract will renew automatically each year unless either party notifies each other in writing. Contract price is subject to price increases as deemed necessary with 30 day minimum notification.
- 2. All expenses submitted for reimbursement must be accompanied by an Extended Service Contract Claim Form. This Form must be supported by proper receipts and/or invoices from applicable entities performing labor or providing material. Claim and receipts must not exceed the coverage amount.

The Extended Service Contract applies to:

- a) In-ground liners found to be defective under the terms of The Vinyl Works 'Limited Warranty for Residential Swimming Pool Liners'
- b) In-ground liners with fabrication mistake or shop/clerical error only when original order is submitted in writing on a Vinyl Works Order Form. Verbal orders will not be accepted.

Acceptable expenses eligible for reimbursement:

- Labor to remove defective liner
- Labor to install new liner
- Materials needed to prepare pool bottom for new liner installation
- Water to fill pool
- Chemicals to balance new pool water
- Freight charges for new liner

LINER EXTENDED SERVICE CONTRACT OPTIONS

Item # VWESCS	SILVER "Extended Service Contract" - \$40.00 NET FEE provides up to \$1000.00 in expenses within 3 years of purchase Initial here
Item # VWESCG	GOLD "Extended Service Contract" - \$60.00 NET FEE provides up to \$1500.00 in expenses within 5 years of purchase.
Item # VWESCP	PLATINUM "Extended Service Contract" - \$80.00 NET FEE provides up to \$2000.00 in expenses within 5 years of purchase.

LINER FABRICATION ERROR REIMBURSEMENT (Limited)

Dectectable and Concealed

1) Detectable Error

If a liner is made incorrectly due to a fabrication, shop or clerical error by The Vinyl Works and is detectable prior to installation, reimbursement is covered under "Liner Fabrication Detectable Error". *Example: Vinyl stair ordered in 'Left' position and box/packing slip indicates 'Right' position. STOP- DO NOT INSTALL.*

» What You Can Expect

If considered a 'Detectable Error', a \$250.00 credit will be issued immediately. No claim form, freight bills or expense documentation are required and will not be accepted.

2) Concealed Error

If a liner is made incorrectly due to fabrication, shop or clerical error by The Vinyl Works and is only detectable while attempting to install liner, reimbursement is covered under same provisions as 'Liner Defect Reimbursement'.

Example: Liner ordered in 6' depth, box/packing slip indicates 6' depth but liner fabricated in 8' depth.

» What You Can Expect

If considered a 'Concealed Error', it will be treated as a 'Defect' and would be eligible for expense reimbursement.

Dealer Responsibilities:

- » Order must be submitted in writing using Vinyl Works Order Form.
- » Confirm liner received is consistent with order placed.
- » If information on box/packing slip is incorrect vs. order sent, STOP- DO NOT INSTALL.

Always check for accuracy: the liner pattern, mil; stair, cuddle cove, bench color or location; and dig dimensions or any applicable information. Inspection is your responsibility regardless of who receives the liner into your inventory. New or untrained personnel or subcontractor does not waive this responsibility.

Terms & Conditions:

- 1. Extended Service Warranty is effective only on A) in-ground liners installed in a consumer's pool that is found to be defective under the terms of the Vinyl Works Warranty. A defect is defined as a seam de-lamination caused by an improper sealing of the seams. B) A mistake in fabrication; or a shop or clerical error recognized to be the fault of the Vinyl Works and original order was submitted in writing on Vinyl Works order form.
- 2. Claim must be submitted within 90 days of replacement installation, using LinerGuard claim form.
- 3. Contract price will be charged to each liner invoice as a separate line item as a NET figure. (Not discountable)
- 4. All liner specifications such as color/pattern, mil, dimensions, stair/bench location are the dealer's responsibility to confirm as ordered before installing the vinyl liner.
- 5. Acceptable expenses eligible for reimbursement exclude any repairs to pool walls, structure and coping.
- 6. The Vinyl Works retains the right to determine what is a fair and customary fee for work performed and materials provided in replacing defective liner.
- 7. All Vinyl Works liners are packaged with an Owners Manual and Warranty. Failure to comply with installation instruction, proper care or warranty terms voids this contract.
- 8. Dealer agrees to deliver Owners Manual supplied in liner box to retail consumer.
- 9. If a liner is replaced under the terms of this contract, a new "Extended Service Contract" is required for the new liner.
- 10. This contract is non-transferable and is enforceable only by the original contract dealer signee listed below.
- 11. The "Time of Purchase" is defined as the invoice date.
- 12. Reimbursement will be applied as a credit to dealer account.

DEALER INFORMATION

VINYL WORKS INC.

Company Name:	Rep. Name:
City, State, Zip:	Rep. Signature:
Principals Name:	Date:
Principals Signature:	
Date:	
Contact Name:	
Contact Email:	



SPECIAL LINER REPLACEMENT PROCEDURES



In an effort to improve quality, process, and standards, The Vinyl Works[®] will be instituting a liner replacement protocol. Our primary goal is to improve both the quality of products and satisfaction of our mutually shared Retail Customers; at the same time preserving the reputation and relationship we share with our partners, the Pool Professionals. Installing and manufacturing multiple liners hurts all parties involved, both in time, treasure, and reputation, so getting the second liner correct is crucial.

When reporting a special liner fit issue, a second liner will not be manufactured until all manufacturing and installation issues are thoroughly investigated. Examining all possibilities for why the first liner did not fit will be standard procedure. Establishing the necessary changes needed to put the replacement liner into production is essential to authorizing remanufacturing. Outlined below is the systematic approach that will be used to investigate what changes need to be made so the replacement liner will fit and be scheduled for manufacturing.

- 1. Upon identification of issue, call or email The Vinyl Works[®] Corporate Services Department with the liner order number, job name, and liner serial lot number. Explain the problem with liner fit. *Ideally this process will begin with a jobsite call happening in real time when liner fit issue is identified, which will result in the most expedited services.*
- 2. Provide The Vinyl Works[®] with pictures showing the liner installed in the pool with the vacuum turned on and detailing problem area or areas. (If the pool is filled with water, take pictures showing this.)
- 3. After reviewing all of the information that we have, *a Manager or Department Head will call you directly and explain* what The Vinyl Works[®] needs so we can figure out what is causing the fit issues with this liner.
- 4. It may require that the pool be remeasured using our On-Point/Pool Measure Pro App or doing an A/B measurement procedure using the paper-based method. If the issues are in a Stair, Sundeck, Bench or Cuddle Cove, completely new measurements will be needed. We must confirm that these products have been installed square, level, and with the correct finished dimensions as required for proper liner fit. We may send CAD drawings made for these products without any measurements on them, just blank spots indicating what we need measured. *If deemed necessary, it may be required to report from the jobsite, so The Vinyl Works® can instruct the dealer on gathering the information needed for a proper fit. This will not be an option. (When required, pictures and/or videos can be sent via Text, FaceTime or Email.)*
- 5. Liner Warranties and/or Liner Guard Extended Protection Claim Reimbursements will be conditional on the participation and results of this new procedure.

If you have any questions regarding these procedures, please let us know.

We thank you in advance for your cooperation.

EXTENDED SERVICE Image: Contract claim form CONTRACT CLAIM FORM Image: Contract claim form	Customer #:	Retail Consumer Information Job Name:	Liner Invoice #:	Extended Service Contract Applicable Platinum Gold Silver Authorization: Date:
EXTH CONTRAC	Date:		 (Total of attached Receipts) 	
GUARD	Dealer Information Company Name: City/State/Zip: Contact Person:	Phone #: E-mail:	Expense InformationLabor to Remove and Install:Water to Fill:Water to Fill:Materials to Prepare Bottom:Freight:Chemicals:Miscellaneous:Total:	Submission:Claim Form and all applicable documentation and receipts must be submitted within 90 days of replacement installation.Send To:The Vinyl Works Inc. Corporate Services/Warranty Dept. 33 Wade Rd. Latham, NY 12110



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3/20 Limited Warranty Vinyl Works Inground Residential Swimming Pool Liners

The Vinyl Works Inc. Corporate Services/Warranty Dept. 33 Wade Rd., Latham, NY 12110



SILVER LEVEL

Date Warranty Begins	• This product is warr			, 0	esulting from workmanship in welding third (3rd) year.	
What is Covered	• The pro rata replace	ement schedule are the ngth of time you have o No Charge 30%	sed for private residential use following percentages of the wned your liner measured fro After 5 years 50% After 6 years 60%	fabricator's current m the date of install After 7 years	suggested list price. The percentages ation: s70% 80%	S
What is Not Covered	 This warranty speciconditions are causchemical balance. This warranty does Vinyl Works, Inc. Fa This warranty does direct rays of the su Staining or fading d This warranty does the liner. You should 	fically excludes holes, of ed by misuse, imprope Your liner must be instant not cover chemical relation not cover damage inclu- not cover the abrasion not cover any failures not cover any failures not cover normal fading n, may fade in time. So oes not affect the ability not cover irregularities, d keep the pool full of w	cuts, tears along seams, blead r installation, improper additionalled according to the direction ted damage sustained in poor uding fading resulting from im- of pool liner print caused by a lue to material defects. Material d to the manufacturer of such g of color, or microbiological uch fading, or microbiological y of the vinyl to perform its inter- imperfections, or damage, w vater at all times.	ching, and wrinkles, on of chemicals, or p ns and properly ma ols with automatic po proper use of (Salt) nutomatic pool clear al used to fabricate material. taining. All colored staining, does not of ended function. hich may result from	ool covers. Chlorine Generators. hers. this pool liner was not produced by vinyl products, subjected to qualify as a material defect.	Serial Production No.
What We Will Do For You	removal, installation	, water, and service ca	pro rata schedule, any liner for lls are not covered by this wa business days of confirmation	rranty.	e. Charges for shipping, eccipt of your payment, if required.	
How To Obtain Warranty Service	fail after year three purchase and photoDetermination of the may be made by an	please send a letter or o ograph of failure to: Imp e claimed defect may b a authorized representa must be made directly	e-mail to our factory identifyin erial Pools Inc. 33 Wade Roa e made upon receipt of the lin tive at the pool site.	g the liner and date d Latham, NY 12110 her at our factory. A	he liner from originally. If your liner should of installation, along with proof of D Email - info@imperialpools.com t our option, confirmation be returned to us without prior	
Disclaimer of Consequential Damages	but is not limited to Any Claims Therefo	Any Damages for Loss re are Hereby Specifica	of use of Pool, Injury To, Or E	<i>eath Of, Any Persor</i> Some states do no	Consequential Damages. This includes n/Persons, Or Damage to Property. It allow the exclusion of special,	
Limitations of Warranties	 with the purchase o This warranty is inter No agent or dealer Works, Inc. This warranty gives to state. In the ever federal court. 	r installation of this line nded to be in lieu of an or other individual is au you specific legal right tt of a problem with war	y and all warranties expresse thorized to change this warra s. You also have implied war ranty service or performance	d or implied. It is a nty and any such ch ranty rights, and ma you may be able to	complete statement of our obligation. hange will not be recognized by Vinyl have other rights which vary from state o go to small claims court, state court, or	
2	This warranty is in c	ompliance with the Cor	nsumer Product Warranty and	Federal Trade Com	nmission Improvement Act.	
THE VINYL WO	RKS INGROU	ND RESIDENT	IAL SWIMMING PO	DOL LINER V	WARRANTY REGISTRATIC)N
<i>To The Purchaser</i> Unless this regis	r: Please complet stration is comple	te this form, detac eted and returned	h and mail with proper within this period, the	postage within liner will not be	. 30 days after installation. e subject to warranty.	
I HAVE RECE	IVED AND RE		AFETY INFORMATI			
Pool Owners Manual "Children Aren't Wate "Safety" Sign	rproof" Pamphlet		njoy Your Inground Swimming . .cy Procedures for Infants and Cl Up" Pamphlet *		"Layers of Protection" Booklet "No Diving" Labels "Warning" Label *	

Owner's Name	Date of Installation		
Address	Purchased From		
City	State	Zip Code	
Owner's Signature	Installed By		
-			

**Register your warranty online by going to <u>mypoollinerregistration.com</u>

Serial Production No.

*Only given with pools approved for use with manufactured diving equipment, per ANSI/APSP/ICC-5 2011 Standard for Residential Inground Swimming Pools

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5/20 Limited Warranty Vinyl Works Inground Residential Swimming Pool Liners



Serial Production No.

ELITE LEVEL

Date Warranty Begins	 The warranty begins on the date of installation. This product is warranted by Vinyl Works, Inc. to the original purchaser only against failure resulting from workmanship in welding seams and edges for Twenty (20) years, with the replacement cost to be prorated after the fifth (5th) year.
What is Covered	 This warranty applies only to liners purchased for private residential use. The pro rata replacement schedule are the following percentages of the fabricator's current suggested list price. The percentages are based on the length of time you have owned your liner measured from the date of installation: Within 5 yearsNo Charge After 6 years60% 8-20 years80% After 7 years70%
What is Not Covered	 This warranty does not cover damage caused by shipping, mishandling, faulty installation, improper acts of others, or acts of God. This warranty specifically excludes holes, cuts, tears along seams, bleaching, and wrinkles, which develop over time. These conditions are caused by misuse, improper installation, improper addition of chemicals, or poor maintenance of pool water chemical balance. Your liner must be installed according to the directions and properly maintained. This warranty does not cover chemical related damage sustained in pools with automatic pool covers. This warranty does not cover damage including fading resulting from improper use of (Salt) Chlorine Generators. This warranty does not cover ice damage. This warranty does not cover any failures due to material defects. Material used to fabricate this pool liner was not produced by Vinyl Works, Inc. Failures are to be referred to the manufacturer of such material. This warranty does not cover normal fading of color, or microbiological staining, does not qualify as a material defect. Staining or fading does not affect the ability of the vinyl to perform its intended function. This warranty does not cover irregularities, imperfections, or damage, which may result from the removal of water from the liner. You should keep the pool full of water at all times. This warranty is null and void if alterations are made to the pool design or if accessories that can cause damage to the liner are used.
What We Will Do For You	 We will replace or repair, according to the pro rata schedule, any liner found to be defective. Charges for shipping, removal, installation, water, and service calls are not covered by this warranty. Replacement will be completed within 10 business days of confirmation of the defect and receipt of your payment, if required.
How To Obtain Warranty Service	 If your liner should fail within the first five years, please contact the dealer you purchased the liner from originally. If your liner should fail after year five please send a letter or e-mail to our factory identifying the liner and date of installation, along with proof of purchase and photograph of failure to: Imperial Pools Inc. 33 Wade Road Latham, NY 12110 Email - info@imperialpools.com Determination of the claimed defect may be made upon receipt of the liner at our factory. At our option, confirmation may be made by an authorized representative at the pool site. All warranty claims must be made directly with Vinyl Works, Inc., and no merchandise is to be returned to us without prior written authorization.
Disclaimer of Consequential Damages	• Under no circumstances will The Vinyl Works, Inc. become liable for Special, Incidental or Consequential Damages. This includes but is not limited to Any Damages for Loss of use of Pool, Injury To, Or Death Of, Any Person/Persons, Or Damage to Property. Any Claims Therefore are Hereby Specifically Disclaimed and Excluded. Some states do not allow the exclusion of special, incidental or consequential damages, so this above limitation may not apply to you.
Limitations of Warranties	 This warranty shall be unenforceable if you are in default under the terms of any agreement executed in connection with the purchase or installation of this liner. This warranty is intended to be in lieu of any and all warranties expressed or implied. It is a complete statement of our obligation. No agent or dealer or other individual is authorized to change this warranty and any such change will not be recognized by Vinyl Works, Inc. This warranty gives you specific legal rights. You also have implied warranty rights, and may have other rights which vary from state to state. In the event of a problem with warranty service or performance, you may be able to go to small claims court, state court, or federal court. This warranty is in compliance with the Consumer Product Warranty and Federal Trade Commission Improvement Act.
THE VINYL WO	RKS INGROUND RESIDENTIAL SWIMMING POOL LINER WARRANTY REGISTRATION

To The Purchaser: Please complete this form, detach and mail with proper postage within 30 days after installation. Unless this registration is completed and returned within this period, the liner will not be subject to warranty.

LI HAVE RECEIVED AND REVIEWED THE SAFETY INFORMATION PROVIDED: Pool Owners Manual "The Sensible Way To Enjoy Your Inground Swimming Pool" Booklet "L

Pool Owners Manual "Children Aren't Waterproof" Pamphlet		Inground Swimming Pool" Booklet lures for Infants and Children" Booklet	"Layers of Protection" Booklet "No Diving" Labels
"Safety" Sign	"Plan Your Dive, Steer Up" Pam	phlet *	"Warning" Label *
Owner's Name		Date of Installation	
Address		Purchased From	
City		State	Zip Code
Owner's Signature		Installed By	
**Register your warranty onl <u>mypoollinerregistratic</u>		Serial Production	on No.

*Only given with pools approved for use with manufactured diving equipment, per ANSI/ APSP/ICC-5 2011 & ISPSC2018 Standard for Residential Inground Swimming Pools

25137EL 1/19

(518) 786-1200 • Fax (518) 786-1470	PLEASE CHECK APPROPRIATE LINER SHAPE: Note: Width (A) view is standing at shallow end, facing deep end.
Orders can be e-mailed to LinerOrder@TheVinylWorks.com	++S1 S1.++ ++S2 C ¹ C
WORKS QUOTE ORDER REPLACEMENT NEW POOL	$\begin{array}{c} \hline \\ \hline $
DATE: PO#:	
JOB NAME:	
ORDERED BY	
COMPANY:	
CONTACT:	PLEASE USE APPROPRIATE ORDER FORM FOR THE FOLLOWING SHAPES:
ADDRESS:	□ Decagon □ Jewel □ Rectangle True L
CITY/STATE: ZIP:	□ Freeform □ Keyhole □ Rectangle Lazy L
PHONE: FAX:	□ Grecian □ Kidney □ Roman End □ Grecian Lazy L □ Octagon
E-MAIL:	
SHIP TO	CORNER TYPE
NAME:	Square Diagonal Radius
ADDRESS:	
CITY/STATE: ZIP:	90° Prote Suppose
PHONE: FAX:	016 Thue 3 3
SHIP VIA:	
Special Instructions:	Please double check that: PLASTIC STAIRS
	$ J + H + J = A \qquad \square Radius \square Straight \square No Stair $
POOL SIZE:ftin. xftin.	D + E + F + G = B Size:
SHAPE: IMPERIAL DRAWING FILE #:	Wall Seam Loc.:
	A:ftin STEEL STAIRS (Send drawing)
WALL PATTERN: Mil: FLOOR PATTERN: Mil:	B:ftin 🗖 Radius 🗖 Straight
If mil is not specified, <u>Standard mil</u> will apply	C:ftin Mfg.:
LINER ATTACHMENT TO WALL: SAFETY LEDGE:	C ¹ :ftin Size:Year:
$\square \text{ Beaded} \qquad \square \text{ Multibead} \qquad \square \text{ Yes } (Fill in S^1 and S^2)$	D:ftin Corner: □ 90° □ 6" Radius E:ftin Position:
Overlap Other No	F· ft in □ CSF □ 4-CRN-I
G AG Material G Material G Provide Drawing for Approval	G: ft in □ 3-CRN-L □ 4-CRN-R
Detailed Pool Drawing with Specs Included	H:ftin
FOR OFFICE USE ONLY	J ¹ :ftin Color:
	J ² :ftin ☐ Rod Loop ☐ Bead ☐ None
	S ¹ :ftin CUDDLE COVE (Send drawing)
	S ² : ft in Size/Position:
PRODUCTION #:	R1:ftin Color:
DATE:	R^2 :ftin \Box Rod Loop \Box Bead \Box None

The prompt production and delivery of your liner will depend on the accuracy and completeness of this request. No custom liner will be started unless all information is complete. ONLY COMPLETE AND LEGIBLE ORDERS WILL BE PROCESSED! A Vinyl Works order form must be used to be eligible for Liner Guard approved reimbursement.

I hereby authorize Vinyl Works, Inc. to produce, as a special order, a vinyl liner for an inground pool in accordance with the design provided and acknowledge that Vinyl Works, Inc. has not participated in either the design or specifications of this liner and accept full responsibility for the same. I further agree not to hold Vinyl Works, Inc. liable. I will pay in full for any and all claims and expenses that may arise out of the design or use of said special liner.





(518) 786-1200 • Fax (518) 786-1476

Orders can be e-mailed to LinerOrder@TheVinylWorks.com

STAIR LAYOUT LINER FORM

DATE: PO#:	
JOB NAME:	
ORDERED BY	* - Risers should add up
COMPANY:	to the Wall Height
CONTACT:	
ADDRESS:	Coping Attachment: Side Mount It is necessary to notify The Vinyl Wo when side mount (vertical) extrusion is used. If not checked, Top Mount will be us
CITY/STATE: ZIP:	RISER MEASUREMENTS TREAD MEASUREMENTS
PHONE: FAX:	
E-MAIL:	
Special Instructions:	
TTACHMENT: Deaded Decope None	
IZE: YEAR: OFFSET:	
Straight 🗆 Radius 🗆 Thermoplastic	
TAIR POSITION (Check box below):	Z ³
Right (4 Corner)	Front Z ²
	Front Corner
*Offset	** X will NOT equal P if the first
Note: Stair position is always	(bottom) step is set back
standing in the shallow end,	Back
and facing the deep end	Back
	Corner Y
*Offset	STAIR DEPTH STAIR WIDTH
Left	
(4 Corner)	STAIR SETBACK (IF APPLICABLE)
FOR OFFICE USE ONLY	
DLR:	FRONT CORNERS:
ORDER #:	- BACK CORNERS:
PRODUCTION #:	- MFG.:
DATE:	- COLOR:

I hereby authorize Vinyl Works, Inc. to produce, as a special order, a vinyl liner for an inground pool in accordance with the design provided and acknowledge that Vinyl Works, Inc. has not participated in either the design or specifications of this liner and accept full responsibility for the same. I further agree not to hold Vinyl Works, Inc. liable. I will pay in full for any and all claims and expenses that may arise out of the design or use of said special liner. GUARD



