



JAMESON POOL & LANDSCAPE INC.

WARRANTY OVERVIEW

Enclosed is a simplified and itemized overview of warranties from the manufacturers and or Jameson Pool Landscape, as well as a guideline for how concerns or problems are handled.

Jameson Pool

POOL EQUIPMENT

REMINDER: Visit http://www.jamesonpool.com/ServiceRepair_troubleshooting.aspx for common troubleshooting tips to avoid charges for non-warranty service calls.

PUMP - 3 year *manufacturer warranty* (parts & labour). Common issues not covered by this warranty would be improper usage, electrical failure, power surge, improper winterization or clogged impeller.

FILTER – 3 year *manufacturer warranty* (parts & labour). Common issues not covered by this warranty would be clogged unit due to dirty filters, pressure gauge.

HEATER - 3 year *manufacturer warranty* (parts & labour). Common issues not covered by this warranty would be improper chemical maintenance, no proof of chemical testing, gas flow, spiders or rodent damage to the unit. **Heaters should be serviced every season. Gas heater warranty can only be serviced by a manufacturer approved service contractor.*

SALT CELL – 3 year *manufacturer warranty* (parts & labour). Common issues not covered by this warranty would be improper chemical balancing, improper winterization, and damage from mishandling, not cleaning cell annually.

PRO LOGIC CONTROL BOX - 3 year *manufacturer warranty* (parts & labour). Common issues not covered by this warranty would be electrical surges, rodent damage, broken wires.

REMOTE – 2 year *manufacturer warranty* (parts & labour) Common issues not covered by this warranty would be physical damage or mishandling

AUTO CLEANER – 3 year *manufacturer warranty*. (Contact service to arrange a date to drop off your cleaner to one of our retail stores or manufacturer)

LIGHT BULBS – Incandescent (non LED) bulbs only - 1 season manufacturer warranty (parts & labour)
LED ColorLogics – 3 year *manufacturer warranty* (parts only). Common issues not covered by this warranty would be improper winterization, physical damage to light or electrical power surges. **** Light replacements do not include labour for covered deck boxes i.e. – flagstone, brick**

LIGHT TRANSFORMER - 3 year *manufacturer warranty* (parts & labour)

UNDERGROUND PLUMBING – Jameson Pool offers a lifetime warranty of the underground plumbing lines as long as Jameson winterizes the pool. Common issues not covered by this warranty would be rodent damage, external damage to pipes i.e. – digging and puncturing a pipe or clogged lines.

PLUMBING ON PAD – 3 year Jameson warranty (only if Jameson winterizes the pool) Common issues not covered by this warranty would be damaged pressure gauges, worn out seals or gaskets.

*** There is a one year manufacturer warranty on replacement equipment. (Parts only. Labour extra)**

*** Please refer to manufacturer manual for complete warranty terms and condition**

***The manufacturers have procedures that must be followed to make a warranty claim.*Jameson does not manufacturer these products**

POOL

POOL STRUCTURE – Jameson Pool offers a lifetime warranty on the structure of your pool as long as we winterize it. Common issues not covered by this warranty would be external damage i.e. – damage caused by acts of god such as wind storms or unstable/shifting ground, chemical damage, or not maintaining proper water level in the pool

STONE COPING AND PATIO – 2 year Jameson warranty on coping remaining in place (parts & labour). Common issues not covered by this warranty would be staining, frost damage, impact damage or acts of God.

****Sand & mortar joints will be warrantied for 1 year**

CONCRETE DECKS – Jameson Pool offers a lifetime guarantee on concrete deck areas **within** 3 feet of the pool walls to be free of settlement, to remain tight against the coping and to be free of any abnormalities as long as the original purchaser owns the home. Any concrete **beyond** 3 feet are warrantied for 1 season with some restrictions.

Common issues not covered by this warranty are frost cracks, shrinkage cracks, defective concrete or chemical damage. ****Sealer is warrantied for one season. * Repairs to concrete and stone cannot be guaranteed to match due to inherent problem**

IN POOL STEPS – 25 year manufacturer limited warranty. 1 year manufacturer warranty on acrylic surface to not split, crack, blister or tear. (Parts only) Common issues not covered by this warranty would be staining, discoloration, damage from impact, or not maintaining proper water level in the pool

POOL LINER – 5 year manufacturer and installation warranty. Common issues not covered by this warranty would be tears in the liner, wrinkled or floating liners caused by ground water, ground water damage, chemical damage/staining, not maintaining your sump well or acts of God, e.g. – branches falling in.

LADDER & ANCHORS - 1 year warranty on any issues

**** Contact our construction department for any of the above issues.**

Please email, with pictures of your deficiencies, to construction@jamesonpool.com

NOTE:

- 1. There is no warranty on natural stone product**
- 2. There is a limited manufacturer's warranty on manmade stones. See supplier website**

WATER FEATURES

SHEER DECENT WATERFALL/SHEER FIXTURE – 1 year manufacturer warranty (parts only). Underground plumbing line is warranted as long as Jameson winterized your pool. Frost heaving not warranted on fixture. Manufacturer warranties fixture for one year only

ROCK WATERFALL – Rocks are a natural product and therefore has no warranty.

SPAS – 1 year manufacturer warranty (parts only) on acrylic shell to not split, crack or blister. 5 year limited warranty on manufacturer defect. Common issues not covered by this warranty is chemical damage, damage caused by impact or frost heaving.

****Jameson Pool will warranty the underground plumbing lines connecting spa to pool equipment, but not plumbing and jets installed by the manufacturer.**

SPA LIGHTS – 1 year manufacturer warranty (parts only)

NOTE: All underground plumbing lines are warranted only if Jameson winterizes them each year

POOL COVERS

CLIP IN COVER – 5 year manufacturer warranty. Common issues not covered by this warranty would be rips in the cover, stains, rodent damage, or acts of God e.g. – heavy snow or ice. The warranty is basically on cover seams/stitches.

SAFETY COVER – 10 year manufacturer warranty. *Limited. See manufacturer's warranty card.

SPA COVERS – 2 year manufacturer warranty (parts only) Common issues not covered by this warranty would be a ripped cover, stains or water in the cover/foam.

AUTO COVERS – 10 year manufacturer warranty. See manufacturer's warranty.

***Contact us for a copy of the manufacturer's warranty**

CLIENT MAINTENANCE RESPONSIBILITY

- 1/ Water Chemicals: Test pool water weekly with test kit. Have tested in our retail store 3 to 4 times in a season to maintain a written history with computer generated reports. ***This is the #1 responsibility to avoid costly repairs. Damage due to improper chemical balancing will void any warranty***
- 2/ Know how to safely add chemicals to pool. If unsure, follow directions on container or call our retail staff
- 3/ Store pool related items safely. i.e. – chemicals, covers etc.
- 4/ Regularly clean pool, skimmer & pump baskets, filters, salt cell & heater (annual)
- 5/ Maintain sump level in “Safe Zone” (see attached diagram)
- 6/ Have Jameson winterize system for continued warranty coverage
- 7/ Maintain proper pool water level
- 8/ Know where your manuals are for troubleshooting or visit our website
- 9/ Be aware of items used in the pool that could cause damage (sharp toys)
- 10/ Be “weather aware”. In the event of a storm, secure items away from pool to avoid objects falling in potentially causing damage

*****WARRANTY IS DEEMED TO BEGIN THE MONTH YOUR POOL IS PUT INTO OPERATION*****

CONTACT GUIDELINES FOR CONCERNS OR PROBLEMS

To better assist you, we have outlined methods to contact us should you be concerned there is something wrong with your pool.

Service Department	905-828-7011	service@jamesonpool.com
Construction	905-828-7665	construction@jamesonpool.com
Mississauga	2111 Dunwin Drive	
Oakville	601 Ford Drive	

Water Chemistry

If you are having concerns about the clarity of your pool water, if it's cloudy or murky, bring a water sample into one of our retail stores for a water test. (We keep maintenance records of your water test for you) If you think you have algae, visit our website for tips on eliminating algae from your pool.

www.jamesonpool.com

Equipment

If you think you are having issues with your pump, filter, chlorination system, lights or, if you have liner wrinkles or experiencing water loss, visit our website, www.jamesonpool.com, for helpful troubleshooting tips first. If you were not able to resolve the issue, contact our service department.

Landscaping

If you have concerns about any aspects of your landscaping, have questions or need answers about warranty, contact our construction department by email or phone.

Structural

Contact our construction department with any concerns about the structure of your pool.

****Landscape issues and warranty is normally scheduled for later in the season (August) unless it is a safety concern**

Covers

If you have any concerns or issues with your winter cover or solar blanket, contact our service department. They will review the issues directly with the manufacturer. ***If your solar blanket is deteriorating, cut off a piece and bring it our retail department for testing**

***Other issues not listed, please contact our service department for assistance**

SERVICE DEPARTMENT WAIT TIME & CALL VOLUME

The pool industry is unique because we are a seasonal business with very high peak demand for service the first and last 6-8 weeks and then lulls in the summer months.

The following is the break down for service wait times;

Openings/Closings Book 3 to 4 weeks ahead

Service & Repairs

April 1-15	1 to 3 days
April 15-May 1 st	3 to 5 days
May 1 st to May 31 st	5 to 8 days
June 1 st to July 1 st	3 to 5 days
July 1 st to Sept 15 th	1 to 3 days
Sept 15 th to Oct 31 st	5 to 7 days

How We Schedule

1. **Top priority given to Jameson built pools**
2. **By date call came in**
3. **Severity of problem**
4. **Geographically scheduled to maximize the clients we service each day**

To be better explain the wait times, we have done a chart indicating the number of calls performed each month. Although we do try to accommodate our customers in a timely manner, this is a seasonal business and the demands are high in the indicated months. During the peak season, our service staff are working 6 days a week and over 60 hours per week.

