

# PEBBLE TECHNOLOGY

## PROTECTION PLAN OVERVIEW



Pebble Technology International® (PTI) would like to be the first to congratulate you on the purchase of your new PTI pool finish and welcome you as a customer.

Our visually stunning, time-tested formulas have been developed to create some of the most durable pool finishes in the world. Our top-quality pigments and innovative additives increase durability and longevity. All products are backed by an industry- leading customer support and Quality Assurance team.

Our Quality Assurance team provides ongoing training and support to our PTI- authorized applicators, to ensure that all installations adhere to our high standards of quality.

To obtain information and service under your warranty, please refer to the Warranty Claim Process section of this document or email [customerservice@pebbletec.com](mailto:customerservice@pebbletec.com).

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**Pebble**   
**Technology**<sup>®</sup>  
INTERNATIONAL

The World's Most Trusted Pool Finishes<sup>®</sup>

## INTRODUCTION

### Installation

With your purchase, you have the confidence of knowing your pool finish was installed by a PTI-authorized applicator. Because expert installation plays an integral role in the look and performance of our finishes, our dedicated Quality Assurance team provides education and ongoing training for the nationwide network of PTI authorized applicators. This training is designed to ensure product consistency, finish dependability, strength and color brilliance.

We recognize that the money spent on a pool is a long-term investment. That is why we strive to provide the highest quality product on the market and hold our applicators to the highest standards of excellence.

### Your Dedicated Support Team

PTI is here for you. We offer industry-leading customer support providing a full-time warranty department and Quality Assurance team. If you have questions or concerns about your pool finish, please contact us at 1.800.937.5058 or email [customerservice@pebbletec.com](mailto:customerservice@pebbletec.com). Someone on our team will be happy to assist you.

### General Protection Plan Guidelines

This document provides a general overview of our material and warranty commitment. The Limited Warranty defines PTI Material {"Material"}) as pebble, glass bead, and pigment.

In general terms, the Material is covered by the PTI Limited Warranty, while the workmanship related to installation of the Material is covered by an authorized applicator. The Material is warranted for a minimum of 5 years\* from the date of installation. Please refer to the terms of the Limited Warranty, to understand the coverage specific to your PTI material.

The Limited Warranty is non-transferable and only applies to the homeowner who originally purchased the pool finish. The Limited Warranty on the Material only applies when installed by a PTI- authorized applicator.

Defects in workmanship are covered by our authorized applicators. These warranties are provided by the authorized applicator or builder at the time of installation and the workmanship warranty does not transfer to PTI for any reason.

### The Spirit of the Warranty

If there are problems due to defects in the Material, PTI will arrange for the defective Material to be repaired or replaced in accordance with the terms of the Limited Warranty. If there is a defect in the installation workmanship, the authorized applicator and/or pool builder will arrange for the repair.

The Limited Warranty does not extend to failure caused by improper chemical maintenance, negligence, accidental misuse or structural failure. Color and texture variations are inherent due to the nature of the Material and are not covered under the Limited Warranty.

*\*Some authorized applicators and/or pool builders provide a different warranty term dependent on your region. Please contact your applicator or pool builder for more information.*

Proper pool maintenance is essential

Maintaining proper water chemistry is essential to preserving the longevity of your pool finish; improper water chemistry maintenance will void the Limited Warranty. Regular chemical testing of the pool water should take place at a minimum of once per week when the pool is in operation. To validate any potential warranty claim, we recommend that you keep printed reports of all pool water analysis and service records to submit with any warranty request. For more information, please review the appropriate PTI recommended Maintenance Procedures.

## WARRANTY CLAIM PROCESS

### Installation Warranty

Defects in workmanship relating to the installation of the Material are covered by our authorized applicators. All claims related to workmanship should be submitted directly to the responsible applicator.

If you purchased your pool finish through a pool builder and do not know who installed your finish, please submit the claim to your pool builder. They will then contact the applicator to start the process of addressing your concerns.

### Material Warranty

All claims for defective Material must be submitted in writing to your contractor(s) and must thoroughly specify the defects present in the material. Your contractor(s) will then notify Pebble Technology, Int. of the concern and if further inspection is needed. All water chemistry and maintenance documents should be provided with the submission of the warranty request.

PTI and the authorized applicator must be given an opportunity to evaluate the potential warranty claim. If it is confirmed the defect is in the Material, PTI will, at our discretion, coordinate the repair or replacement of the defective Material via one of our authorized applicators. All claims must be submitted to the following address:

Pebble Technology International

Warranty Department

8435 N. 90<sup>th</sup> St., Suite 6

Scottsdale, AZ 85258

Or email your claim to: [customerservice@pebbletec.com](mailto:customerservice@pebbletec.com).

## IMPORTANT POOL CARE INFORMATION

With the ownership of a pool finish comes the responsibility of maintaining proper water chemistry. This is essential in preserving the aesthetic beauty as well as the expected longevity of the finish.

Regular chemical testing of the pool water should take place at a minimum of one time per week. This type of water testing can be done using supplies from a local pool supply store or with the assistance of a reputable service company. Ongoing, proper maintenance then should be completed to keep your pool in balance. We recommend that you keep printed reports of the pool water analysis in case you need to submit a warranty request. If a service company keeps your records, make sure you have access

to them and can provide if requested by PTI or the authorized applicator. For more information, please review the appropriate PTI Recommended Maintenance Procedures, which are provided within the Protection Plan upon completion of your product registration.

For pools with Salt Water Chlorination Generator Systems, please refer to the specific start up documentation provided in the Recommended Maintenance Procedures.

After the first 28 days, PTI strongly suggests that your pool be maintained per the National Plasterers Council Standards for pH, carbonate alkalinity, hardness, cyanuric acid/stabilizer and total dissolved solids. A daily water chemistry maintenance card can be purchased at [www.npconline.org](http://www.npconline.org).

*The finish is a hand applied material that consists of pebbles/beads and cement and will vary in color, shade, consistency, exposure and varying contours of the surface. The color, shade and contours of the surface will change throughout the day as sunlight reflects from different angles. At night, pool lighting will highlight and exaggerate any variations within the hand troweled finish and is not considered a defect.*

#### Important DOs & DON'Ts:

- DO NOT fill your pool with soft water. If any of your outside hose bibs are for soft water, please notify your builder/applicator.
- DO NOT enter the pool (including pets) until the pool is full and has been chemically balanced and sanitized.
- DO NOT chlorinate your pool until water's pH and carbonate alkalinity are within the acceptable range. Chlorine is highly reactive, and high concentrations can cause metals or minerals to precipitate (cloud water, scale and/or stain). A number of retail stores have computerized testing equipment to help you monitor these factors as well as others (cyanuric acid, metals, etc.). Ask your pool builder or applicator for a store location near you.
- DO allow time (approx. 28 days) before assessing your final water and finish colors. The start-up and balance will allow the water and finish color to change over this time period.
- DO brush your pool. It is recommended that you brush a PTI pool finish three times a day for the first three days and two times a day for the next ten days. Use a standard, nylon (very important) bristled pool brush. Brush the walls and the floor of the finish toward the main drain. After that, regular maintenance may include brushing the pool approximately once per week, depending on the amount of dust or debris that may fall into the pool.
- DO realize pebbles and/or glass beads will come loose during the lifecycle of your pool.
- DO wait at least 14 days before heating the water, and monitor chemical balance more closely after you turn on your heater.
- DO wait at least 28 days before adding salt to the pool, if using a salt water chlorine generator. Salt left on the finish surface may scale, stain, or discolor the finish and is not covered by the warranty.

## PEBBLE TECHNOLOGY MATERIAL 5-YEAR RESIDENTIAL LIMITED WARRANTY

Pebble Technology International® (PTI) hereby warrants to the original owner of the pool finish, for residential applications, that the Material is free from defects for a period of 5 years\* from the date of installation, assuming Pool registration within the first 30 days after pool finish installation. For the purposes of this Limited Warranty, PTI material {"Material"} is defined as pebble, glass bead and pigment. This Limited Warranty is expressly limited to repair or replacement of the failed material, the remedy to be determined at the discretion of PTI and does not include labor and other costs for repair or removal. The Limited Warranty does not extend to failure of the Material caused by improper chemical maintenance, negligence, structural failure, or acts of God.

The Limited Warranty is non-transferable and only applies to PTI Material when installed by an authorized applicator. PTI must be permitted sufficient time to evaluate and confirm any defect in the Material and to respond to any claims.

### Limitations and Exclusions

1. PTI warrants only the Material and is not responsible for labor and other costs to repair the Material.
2. Any warranty on the installation of the Material, including any warranty relating to the quality of workmanship, is provided by the authorized applicator. Please contact the authorized applicator or your pool builder for issues related to installation and workmanship items.
3. Some loss of the Material, particularly pebble and glass, is to be expected during the lifecycle of your pool and is not considered a defect in or a failure of the Material.
4. Color variations in appearance (including shading, mottling, and pigment swirling) are inherent in natural stone, glass bead and cementitious materials. These variations in relation to environmental exposure, product samples or photography are not considered to be a defect in or a failure of the Material.
5. Scale buildup, which may be perceived to be a color variation, is not considered to be a defect in or a failure of the Material. Other problems resulting from improper chemical maintenance, including but not limited to: etching, surface degradation (roughness) of the finish, discoloration, algae formation and staining are not covered by this Limited Warranty.
6. PTI shall only be obligated to repair or replace the Material at the area of failure. Cosmetic variation that may result between the new area of repair or replacement and the original surface is not a defect and is not covered by this Limited Warranty.
7. Incidental costs resulting from or related to the repair or replacement of Material including, but not limited to, replacement of water and chemicals, are not covered by this Limited Warranty.
8. Cracking, delamination or hydration of any kind in any form is not considered a material defect or failure and is not covered by this Limited Warranty.
9. Cracking, delamination, and rock loss related to freezing & thawing is not considered a Material defect or failure and is not covered by this Limited Warranty.
10. This Limited Warranty is nontransferable and is only available to the original owner of the pool finish.
11. Some pool finishes may contain seashells, such as abalone and mother of pearl. Due to circumstances beyond our control, such as the nature of shell materials and variables of water chemistry, PTI cannot guarantee the lasting integrity of this shell material against degradation and loss of color.
12. Variation in color between the installed Material and a PTI finish sample, marketing material, or website photography is not covered by this Limited Warranty.
13. Swimming pool lights or other sources of light that shine across the surface, instead of upon the surface, amplify imperfections and/or waviness and are not considered a defect. Therefore, Pebble Tec follows the National Plasterers Council regarding viewing and appraising pools during the daytime. Any excessive variation will be apparent during the daytime as they would in a nighttime environment.

\*Some authorized applicators and/or pool builders provide a different warranty term dependent on your region. Please contact your applicator or pool builder for more information.

### ADDITIONAL LIMITATIONS AND DISCLAIMERS

PEBBLE TECHNOLOGY INTERNATIONAL (PTI) MAKES NO OTHER WARRANTIES OTHER THAN THOSE SET FORTH HEREIN AND ALL OTHER WARRANTIES ARE HEREBY DISCLAIMED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THE LIMITED WARRANTIES SET FORTH HEREIN ARE LIMITED TO THE ORIGINAL OWNER OF THE POOL FINISH AND ARE NOT TRANSFERABLE THEREAFTER. IN NO EVENT SHALL PTI BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES TO THE POOL OWNER OR TO ANY THIRD PARTY, INCLUDING, WITHOUT LIMITATION, DAMAGES ARISING FROM PERSONAL INJURY, LOST PROFITS, LOSS OF BUSINESS OPPORTUNITY, ECONOMIC LOSSES, STATUTORY OR EXEMPLARY DAMAGES, WHETHER FROM NEGLIGENCE, WARRANTY, STRICT LIABILITY OR OTHERWISE.