

All pool covers fabricated by ABGAL are covered by a pro-rata warranty, and any claims are guaranteed to be responded to within 3 business days.

What is a pro-rata warranty?

Your cover might have a 5 year, (or 60 month) pro-rata warranty. Say you've had it for 4 years and 5 months (53 months), and a warranty issue has developed. You've had 53 months of use from the blanket, so a 7 month warranty credit would apply.

Assume the cost to replace this blanket today is \$520.00 - the warranty will work off today's price - not what you actually paid for it. So divide \$520 by 60 (the total warranty period), to give you a value of \$8.66 per month. Your warranty credit is for 7 months, so $7 \times \$8.66$ gives you a \$60.62 credit on a replacement cover.

How long is the pro-rata warranty on my cover?

| | |
|-----------------------|-------------------|
| Oasis 250..... | 3 years |
| Oasis 400..... | 5 years |
| Oasis Koolcover..... | 8 years /10 years |
| Oasis 500 | 8 years /10 years |
| Oasis Silverback | 8 years /10 years |
| Premium Blue 610 .. | 12 years |
| Pooltex | 8 years |
| Heatshield Thermal. | 8 years |
| Leafstop | 12 months |

How do I get the best life out of my solar pool blanket?

All pool covers have a limited life, and how long that life is depends on how well it is cared for. For detailed care instructions you should refer to your installation brochure, but in short:

1. When not in use, keep pool blankets out of the elements, or under a protective overcover.
2. Always keep your chlorine levels within the Australian Standard (between 1.5ppm-3ppm).
3. Ensure pool blankets sit below the edge of the pool surround.
4. Use a roller to minimise dragging and pulling on the blanket.

What sort of things are covered by warranty?

Things that are the result of faulty workmanship, or a material fault, such as separated seams, delaminating (where the top and bottom layers separate) are fully covered. For more detailed information you can refer to our website.

What sort of damage is not covered?

Damage caused by neglect and rough handling are not covered by warranty. Common problems are over chlorination (bubbles will become brittle and break apart), roller burn (evidenced by stripes across the blanket), and overheating - caused by exposure to the sun while not on a pool (the bubbles become raised and extra firm).

I think I'm eligible to make a claim. What do I do?

We can process your warranty claim faster if you bring it direct to us instead of your pool shop, so if you believe you have a claim, you need to supply:

- A photograph and description of the damage
- Your name, address & contact details
- The cover type and approximate date of purchase (or, if your warranty was not registered at the time of purchase, you will need a copy of your receipt and details of the cover type and size -ie Oasis 400 micron, 8.5m x 4.4m, or Sb2815).

Please keep your cover until we have processed your claim, as we may need to inspect it. In some cases, we may need it returned for further testing.

Email the details to our team at:
us@abgal.com.au

If you do not have access to email, you can post the information:

ABGAL Liners & Covers
PO Box 1566
Browns Plains BC QLD 4118

We promise to respond within 3 working days of receipt of your enquiry.

For more information about ABGAL products, or to access our pool cover trouble shooting guide, please visit www.abgal.com.au/faq