

MERLIN INDUSTRIES - WARRANTY REGISTRATION

Dear Pool Owner,

Congratulations and Thank You! You have chosen the finest pool cover on the market today. We know you will enjoy many years of use with this cover. Please review the included Warranty Certificate for specific warranty information. Please register on-line, or fill out the registration information and customer questionnaire below and return to:

Merlin Industries, Inc. - 2904 East State Street Ext. - Hamilton, NJ 08619

Or

Register Online at www.merlinindustries.com

First Name: _____ Last Name: _____

Address: _____ Phone: _____

City: _____ State: _____ Fax: _____

Zip: _____ E-Mail: _____

Dealer Purchased from: _____

Serial Number: _____ Date of Purchase: _____

CUSTOMER SERVICE QUESTIONNAIRE

Was the order received what you expected? _____ Yes _____ No

What was your primary reason for purchasing a Merlin Safety Cover?

_____ Safety _____ Appearance _____ Convenience _____ Economy Other: _____

Did you consider alternative covers? (Types/Brands) _____

Rate your level of satisfaction with cover: Very Satisfied Satisfied Not Satisfied

If you are not satisfied, why? _____

How would you rate the quality of our safety cover?

Excellent 10 9 8 7 6 5 4 3 2 1 Poor

How would you rate the installation of your cover by your Dealer?

Excellent 10 9 8 7 6 5 4 3 2 1 Poor

How would you rate the Dealer's price?

Excellent 10 9 8 7 6 5 4 3 2 1 Poor

How would you rate the Dealer's service?

Excellent 10 9 8 7 6 5 4 3 2 1 Poor

What other features or changes to the cover would you like to see? _____

MERLIN INDUSTRIES SmartMesh SAFETY COVER

15 YEAR LIMITED WARRANTY CERTIFICATE

This Warranty Certificate, properly completed and signed by the original purchaser, will warrant to the original purchaser at the original installation that the **Merlin** SmartMesh swimming pool cover, to which this warranty applies, is free from defects in material and workmanship under normal use, service and conditions and only when installation has been correctly executed by qualified personnel. Within 24 months from factory shipping date, our obligation under this warranty shall be limited to furnishing – at no cost – a replacement for, or at our option, repairing any part or parts, which to our satisfaction proved defective.

After 24 months, the customer's obligation is for 1/156 for each month or part there of the current retail price of a replacement cover plus a 15% service and handling charge.

We also warrant to the original purchaser, for whom the **Merlin** SmartMesh swimming pool cover is originally installed, that if it shall be disclosed to our satisfaction that the original **Merlin** SmartMesh swimming pool cover fails under normal use, services, conditions, and if such disclosure is made within fifteen years from the original factory shipping date, we will furnish a replacement **Merlin** SmartMesh swimming pool cover of comparable model, to such owner at a percentage of the current retail price of a replacement SmartMesh swimming pool cover as follows:

- All repairs or replacements shall be F.O.B. **Merlin Industries Inc.s'** plant and **Merlin Industries Inc.** shall not be liable for freight, installation, service or labor costs.
- This warranty is in lieu of any other warranty expressed or implied, and all other obligations or liabilities on our part and we neither assume nor authorize any person to assume for us any other obligation or liability in connection with the sale of this product.
- No warranty is given if the **Merlin** swimming pool cover to which this warranty applies has been subject to misuse, alterations, neglect, abuse, or accident, or if the water level of the pool falls more than 18 inches below the pool top during snow season. This warranty shall not remain in effect with the use of a standard or rectangular cover over an odd or irregular shaped pool.
- This warranty applies strictly to defects in the cover materials, or defects associated with the manufacturing of the cover.

The following items are NOT covered under warranty:

Damage caused by animals.

Fading of material due to sun or chemical exposure.

Sharp objects coming into contact with cover.

A rectangular cover used on a non-rectangular pool.

Abrasion caused by pool coping or from excessive wind moving cover.*

(* Also known as "coping wear", Merlin can provide extra protective material to minimize this.)

Warning: Your Safety Cover may chafe aluminum coping. Merlin strongly recommends that you protect your pool coping to prevent this.

NOTICE TO HOMEOWNER

It has been found that in some cases the soft rubber strip designed to stop pool coping from wearing through pool covers can, in wind prone areas or in cases with heavy water or snow loads, wear the surface of pool coping.



Merlin Industries, Inc. does not warranty or guaranty against this, as the damage is avoidable through the use of additional padding placed on the coping, or by installing removable coping clips for protection.



Please confer with your Pool Dealer for recommendations in this matter.