Pool Warranty Coverage Guide

General coverage guide | Redline Solutions

Homes and properties constructed by Redline Solutions

Coverage overview. Your project's signed warranty and manufacturer terms govern.

Redline Solutions provides this limited warranty for covered pool, spa and water-feature work included in your signed Construction Agreement. Redline workmanship and pool shell coverage are separate from manufacturer product warranties.

1 Coverage and commencement

Redline's pool warranty begins upon completion of pool startup,. Startup means completion of the installed pool's initial operational setup, equipment checks and initial water-treatment process. Manufacturer warranties follow their own written commencement dates.

One year — Workmanship and plumbing

For one year after completed startup, Redline will correct covered installation defects in tile, coping, decking, underground plumbing lines and other included pool, spa and water-feature work. Covered work must conform to approved plans, engineering, applicable requirements and manufacturer installation instructions and be performed in a good and workmanlike manner.

Lifetime — Pool shell structural coverage

Redline directly provides lifetime limited coverage for structural defects in the concrete pool shell attributable to defective Redline design or construction. Coverage continues while the original homeowners own the property and does not transfer to subsequent owners. A covered structural defect compromises the shell's structural integrity or ability to retain water because of a defect in the shell construction. A crack alone does not establish a covered structural defect; engineering evaluation may be necessary.

Interior surface finish

Product coverage varies by the selected finish and its written warranty and may range from one to ten years. Normal surface wear is excluded. Redline's covered finish-installation workmanship remains subject to the one-year workmanship warranty. Contact Redline for the selected finish's specific coverage and claim requirements; the maximum product term is not guaranteed.

Manufacturer equipment coverage

Pool equipment supplied by Redline typically carries a three-year manufacturer limited warranty. Actual coverage, commencement dates, registration requirements, parts and labor coverage, and exclusions are governed by the specific manufacturer's written warranty. Contact Redline Solutions for details about a particular item and assistance coordinating an eligible warranty claim with the manufacturer or its authorized service provider. Redline will help identify the applicable coverage and required documentation; the manufacturer determines eligibility under its warranty.

2 Pool care and coverage exclusions

Concrete and ground conditions

Concrete can crack. A crack alone does not establish a structural defect; its cause, effect on structural function and applicable construction tolerances must be evaluated. Ground movement, storms, flooding, freezing and other acts of God can affect foundations and pool shells. Damage caused by these events or improper maintenance is excluded to the extent it is not attributable to a covered defect in Redline's work. These exclusions do not excuse a covered construction defect.

Soil moisture and drainage

Maintain proper irrigation, consistent soil moisture and positive drainage around the foundation and pool, following the project engineer's site-specific care instructions. Avoid excessive drying, saturation and ponding. Repair irrigation and plumbing leaks promptly and do not change grading, drainage or landscaping in a manner that compromises these areas. Maintain sealants and joints as instructed. Record maintenance and retain applicable care instructions.

Water chemistry and operation

Maintain water chemistry, water level, cleaning, filtration and equipment operation in accordance with the finish and equipment manufacturers' written instructions and Redline's startup guidance. Retain reasonable service and water-testing records. Do not drain the pool or alter equipment settings or plumbing in a way that risks structural or equipment damage; contact Redline or a qualified pool professional for guidance.

Freeze protection

Follow manufacturer winterization and freeze-protection instructions. Maintain required operation and promptly address power failures and weather conditions. Damage caused by inadequate winterization or operation is excluded unless attributable to a covered defect in Redline's work.

Exclusions

Excluded damage includes improper water chemistry; normal wear, fading, scaling or minor cosmetic plaster crazing; cosmetic deck cracking or minor normal settlement within applicable tolerances; misuse, neglect or improper maintenance; unrelated owner alterations or third-party work; and weather, ground movement or casualty damage not attributable to a covered Redline defect. Additional damage caused by failure to report or mitigate is excluded to the extent caused by that failure. These exclusions do not remove coverage for a proven defect in Redline's installation or shell construction.

Product warranty limitations

Manufacturer warranties may distinguish parts and labor and require registration, professional installation, maintenance documentation or an authorized service provider. Redline's assistance does not expand manufacturer coverage. Any item or service charge outside applicable coverage will be explained and approved in writing before chargeable service is performed.

3 Warranty assistance

Requesting assistance

Submit home and pool warranty requests through the warranty/service request form at www.redlinesolutionsgc.com. Include the Owners' names, project address, contact information, affected item, date first observed, description, photographs or video, and any equipment model and serial numbers. Redline will review the submission, identify the applicable warranty and coordinate inspection or manufacturer assistance as appropriate.

Review and service

Report a suspected covered defect promptly after discovery during the applicable coverage period. Redline will acknowledge requests within 24 hours during the workweek and 48 hours on weekends, excluding observed U.S. federal holidays. These are communication periods, not guaranteed repair times. Owners must allow reasonable inspection and access for covered correction. If covered by Redline, Redline will arrange a reasonable repair or replacement of the affected work at its expense. Repair does not restart the original warranty term except as required by law.

Urgent conditions

For an active leak, electrical hazard or other urgent condition, take reasonable steps to protect people and prevent further damage, and call Redline at (903) 879-5951. Contact emergency services when needed. Safely shut off affected utilities or equipment when appropriate. Document the condition and necessary emergency work, and submit the website request as soon as practicable. Emergency mitigation does not require waiting for a routine warranty review.

Item information and documentation

At completed startup or when available, Redline will provide the selected equipment and finish information, applicable written manufacturer warranties, registration guidance and care instructions. Contact Redline for details about any item requiring warranty assistance. Product information does not change a manufacturer's written terms.

Legal notices

This guide summarizes coverage available for eligible projects; it is not a substitute for your signed warranty. It does not waive nonwaivable statutory rights, replace any notice required by law, or shorten a legal limitation period. A website submission does not replace certified-mail notice when required by Texas law. Coverage disputes and formal notices are governed by the Agreement and applicable law.

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