



Tropical Escapes Pools & Spas Limited Warranty

ALL WARRANTIES MUST BE SUBMITTED TO TROPICAL ESCAPES POOLS & SPAS

General

This warranty outlines the specific coverage provided with your swimming pool. Coverage includes only the items stated. All other items and equipment are covered under the Tropical Escapes standard and manufacturer warranty.

- Standard Lifetime Limited Warranty: In-Floor cleaning system – heads and water valve, (3-year labor)
- Swimming pool/ spa shell.
- Standard 7 Year Warranty Interior Finish – Ultra Poz material only (2 years labor)
- Standard 5 Year Warranty Pebble Tec interior finished underwater only.
- Standard 3 Year Warranty Polaris – Automatic pool cleaner (cleaner only)

Jandy – All the parts on pumps, filters, heaters, & automatic pool cleaners
(Must be total Jandy system)

Standard 2 Year Warranty All Travertine

All Acrylic Deck coated surfaces.

Tile

Gemstone interior (labor & material)

Plaster Interior

Artificial Waterfalls

Natural Rock Waterfalls

Plumbing

Electric (Light Bulb 1 year)

Standard 1 year warranty Tile (courtesy re-grout within 1 year, acrylic lave decks only)

Pool & Spa light bulbs

Pebble Tec rolled bond beam / Pebble out of water.

Cement Wok Pots

No Warranty: Colored Grout (Other than gray)

*Due to Travertine being a natural stone, erosion, pitting, and hairline cracks are not warranty items. We highly suggest you seal your travertine with a quality sealer. All labor, materials, and equipment other than noted under Tropical Escapes Standard Warranty used in the construction of your swimming pool are warranted to be free of defects for a period of two (2) years from the date the interior finish is completed. In malfunction, Tropical Escapes will replace or correct the defect at no expense to the buyer.



Lifetime Structural Warranty

Tropical Escapes warrants that the pool shell will remain “Structurally Sound” for as long as you own your pool. “Structurally Sound” is defined as maintaining the structural integrity of the concrete pool shell so as to withstand all loads of stress without cracking and causing water loss. If the shell is found not to be sound, Tropical Escapes, will at no cost to the buyer, perform repairs necessary to restore its structural integrity and its ability to hold water. Tropical Escapes does not warranty against damage to the pool shell caused by failure to maintain proper water levels, ground water rising about the lowest point of the pool or disasters not occasioned by Tropical Escapes such as acts of nature.

Warranty Period:

This limited warranty is in effect from the date the interior surface is applied, providing Tropical Escapes has received full payment of the pool contract. Warranty calls: The pool owner or authorized agent must notify Tropical Escapes of malfunction of warranted items and equipment by emailing tropicalescapesaz@gmail.com when a difficulty is discovered. Service calls will be dispatched promptly by Tropical Escapes in-house warranty department. Efforts will be made to expedite warranty service in case of emergencies.

Limitations:

Tropical Escapes is responsible for repair or replacement of warranted items and equipment that malfunctions only during the course of normal use. It is the buyer’s responsibility to maintain the chemical balance of their swimming pool/spa and its equipment. All workmanship warranties will comply with and are regulated by Arizona Revised Statutes. Tropical Escapes does not warranty any work or materials provided by the owner or owner’s agents and shall not be liable for any loss or damage resulting from their use. Tropical Escapes is not responsible or liable for incidental or consequential damages as a result of use or ownership of your purchase or installation. Any issues with interior, water features and deck surfaces by salt water, will not be covered under warranty (erosion, staining, etc.)

Tropical Escapes Pools:

Tropical Escapes will determine if items or equipment shall be repaired or replaced. Tropical Escapes is not responsible for matching color or brands no longer available but will make every reasonable effort to match as close as possible. Tropical Escapes reserves the right to substitute parts or items, as deemed necessary by Tropical Escapes. In the event of building or similar code changes, Tropical Escapes is not responsible for additional material, expense or performance of services required to restore the original condition.

Cindy McDonald

Tropical Escapes Pools & Spas

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