



LEISURE POOLS
SWIMMING IN QUALITY AND STYLE



Leisure Pools Product Handbook

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Congratulations!

Thank You For Your Purchase of a Leisure Pools Product

Please fill out the online warranty form in order to have a valid lifetime structural warranty.

Your Leisure Pools Composite Armour™ swimming pool was distributed in Europe by Explore Industries Europe Limited and manufactured by the Explore Group of companies (“Explore” also known in this document as “the manufacturer”). This warranty is provided to you by Explore Industries Europe Limited. Explore manufactures swimming pools for several brands including Leisure Pools. Explore provides you with the following manufacturer’s warranty.

We have set out in this Handbook some important information that you should be aware of to protect and maintain your Leisure Pools Composite Armour™ swimming pool. Please read this Handbook and keep it in a safe place as a point of reference. If you maintain your Leisure Pools swimming pool correctly it will provide you with years of fun and enjoyment.

Your Leisure Pools Composite Armour™ swimming pool is covered by a Lifetime Structural Warranty and a Lifetime Structural Osmosis Warranty for the purchaser of the swimming pool. To preserve the Lifetime Warranty there are some basic steps that are set out in this Handbook that you need to undertake in order to maintain your Lifetime Structural Warranty (refer to the Lifetime Structural Warranty in this Handbook for the complete conditions applying to the Warranty).

Please ensure you fill out the online Warranty Form for your Leisure Pools swimming pool. For you to have a valid Lifetime Structural Warranty you must submit this online within 6 months from receiving the email request. Once you have submitted the online form you will receive a confirmation email.

In the online form we have included a section for you to provide feedback or a recommendation about the company who installed your Leisure Pools swimming pool. We welcome all feedback and thank you for sharing your experience.

We wish you and your family both good health and happiness and hope that your Leisure Pools swimming pool provides you with many years of family fun and enjoyment.

Kindest Regards,

The Team at Leisure Pools



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Important Notices and Disclaimers

Explore and Leisure Pools provides the following warning:

- In no event shall the manufacturer or any entity affiliated with Explore or Leisure Pools be held liable for damage to property, lost profits, injury, injury to goodwill and or any other special incidental or consequential damages resulting from advice or instructions contained in this Handbook.
- Always refer to the Owner Instructions provided to you by the supplier for the correct operating procedures of all pool equipment, supplies and the use of chemicals.

Explore provides the following Notice and Disclaimer to customers of the non-relationship between Dealer and Manufacturer hereinafter referred to as "Leisure Pools":

- This notice and disclaimer is made to all retail customers and buyers of products manufactured by Explore. You are by this notice advised that independent dealers and dealerships sell products manufactured by Explore.
- Each dealer is an independent business, which is completely separate from Explore and Leisure Pools. Each dealer is an independent contractor, and no dealer is an owner, agent (in fact or law), or employee of Explore or Leisure Pools.
- Explore, hereby disclaims any liability for any intentional or negligent act by any Leisure Pools dealer or dealership or any damage to any Leisure Pool caused by an act of any dealer or dealership. Explore will not be responsible or liable for any damages caused by any dealer or dealership.
- As part of your Leisure Pools purchase you may have also purchased other pool products such as pool equipment, pool covers etc. Explore or Leisure Pools does not manufacture these products. Please refer to the manufacturers warranty and user guides for more information.
- Explore offers a separate warranty to all customers and buyers of Leisure Pools. That warranty offered by Explore is separate and apart from other or additional warranty or guarantee offered by any dealer or dealership.
- Any statement in any advertisement, literature, brochure, or website should not be interpreted or construed to expressly or impliedly create any relationship between Explore, Leisure Pools and any dealer or dealership contrary to this notice and disclaimer.



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Safety First: Important Information – Please Read

Serious injury and death can result from unsafe use of pools, spas, pool equipment and associated products.

Establish safety rules for the use of your Leisure Pools Products and enforce them. Help ensure that your family and guests do not become victims of an unfortunate accident.

Please read the following carefully.

Safety Guidelines

Drowning

Drowning is a major cause of deaths each year. The water depth of any pool is enough for drowning to occur. Drowning is a serious risk and should be given the full attention of the owner of the swimming pool to ensure that suitable safeguards are put in place to prevent this serious risk of death from occurring.

Drowning Prevention Safety Tips

The following is a list of safety tips to help in preventing a drowning. Please also refer to various Government and Association websites that provide extensive information on safety tips to prevent drowning.



Safety Tips for using your Leisure Pools Product



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Safety First: Important Information – Please Read

- Ensure your pool complies with all relevant laws and regulations.
- Always watch your children and never leave them unattended.
- Do not allow anyone of any age to swim alone no matter how experienced they are as swimmers. Accidents can occur in a swimming pool and even the most experienced swimmers are at risk of drowning.
- Always have a phone close by, as it will provide quicker access to a medical facility in case of an emergency.
- If a child is missing, check the pool first as every second can count.
- Share safety instructions with family, friends and neighbours.
- Learn to swim and teach your children and other family members how to swim.
- Know how to perform CPR on children and adults.
- Understand the basics of life-saving so that you can assist in a pool emergency.
- Install a swimming pool compliant fence around the perimeter of the pool and/or spa.
- Use self-closing and self-latching gates on the fence.
- Install a door alarm from the house to the pool area.
- Make certain that all doors leading from the house to the pool area have a self-closing and/or self-latching mechanism above the reach of small children to protect against all unauthorised entry and use.
- Maintain pool and spa covers in working order.
- Ensure the pool and spa you use have compliant drain covers.
- Have life-saving equipment such as life rings or reaching poles available for use.
- Do not rely on plastic inner tubes, inflatable armbands, or other toys to prevent drowning accidents.
- When the pool is not in use, the pool owner is responsible for safeguarding the pool.



Safety Tips for using your Leisure Pools Product



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Safety First: Important Information – Please Read

Paralysis

Diving or sliding, alcohol consumption, horseplay, or roughhousing in and around swimming pools, spas, tanning ledges and water features may lead to serious neck and spinal injuries including paralysis, in the form of quadriplegia or paraplegia. Inform family and guests who will use your Product(s) of the safety rules you have established.

Fires and Burns

The chemicals needed to maintain your water chemistry are potentially harmful when stored or used improperly. If mixed with other chemicals, explosion and fire can occur. Read the labels on the chemical containers and follow manufacturers' instructions. Always store chemicals out of the reach of children.

Electrical Shock and Electrocutation

Water is an excellent conductor of electricity. Electrical shock or electrocution can occur in a pool if live electrical current flowing through appliances comes in contact with the water.

IMPORTANT: Establish safety rules for the use of your swimming pool and enforce them. Help ensure your family and guests are not victims of any of these unfortunate accidents.

Diving and Jumping

Leisure Pools swimming pools and spas are not designed as diving pools or pools to jump into. This means that each Leisure Pools swimming pool is not designed for users to dive or jump into. Instead, pre-moulded steps are designed into all swimming pools to enable access both in and out of the swimming pool.

Leisure Pools are designated as a non-diving or jumping pool and therefore no diving or jumping of any type should be performed in any Leisure Pool swimming pool or spa. Diving or jumping into the pool could result in serious injury, paralysis or death.



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Safety First: Important Information - Please Read

No Pool Slides

Leisure Pools swimming pools and spas are not designed for pool slides. This means that each Leisure Pools swimming pool is not designed for the installation and use of a pool slide. Installing a slide into a Leisure Pools swimming pool could result in serious injury, paralysis or death.

Other Safety Guidelines

- The use of alcohol or drugs does not mix with swimming pool activities and could result in serious injury or death.
- Never allow anyone to use your Leisure Pools Product(s) under the influence of alcohol or drugs.
- Have a complete first aid kit in reach and understand how to properly use its contents.
- Post a list of emergency telephone numbers by the phone nearest the pool/spa area. The list should include the names and telephone numbers of the nearest physician, ambulance service, hospital, police and fire or rescue unit.
- At a minimum, one responsible person trained in artificial respiration and/or cardiopulmonary resuscitation (CPR) should be present at all times while the Product is in use.

Pool Fencing

It is critically important from a safety and legal standpoint that you are aware of and fulfill your legal obligations in terms of fencing your swimming pool. In many jurisdictions, **no water may go into a pool until it is properly fenced.**

There are strict laws in relation to the fencing of swimming pools. It is critical that you investigate with your local Council or Authority regarding the fencing laws that apply to your location.



Safety Tips for using your Leisure Pools Product



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Pool Chemistry

The most important thing you can do for your Leisure Pools Product(s) is to maintain properly balanced water chemistry. **Untreated or improperly treated water can pose a health hazard and cause serious injury or death.** Untreated or improperly treated water can also damage your Product and void the Warranty. Chemically balanced and sanitised water, on the other hand, will provide a healthy and visually appealing environment for you, your family and friends.

Water in the Products can be contaminated with algae and bacteria, including brain-eating amoebas, from a variety of sources, including wind, top-off water and swimmers. Controlling these influences is an ongoing requirement and involves:

- **Chemically balancing the water to ensure it is neutral for swimmers, the Leisure Pools Composite Armour™ swimming pool itself and pool equipment;**
- **Sanitising the water to oxidise contaminants;**
- **Filtering the water to remove oxidised contaminants;**
- **Regular testing and balancing your water to ensure that all acceptable levels are being maintained.**

Water Balance

Your Leisure Pools swimming pool is a water container and the water it contains must be suitable for:

- Swimmers and pool users;
- Leisure Pools Composite Armour™ swimming pool.

Balanced water means that its chemical demands have been met. If the chemical levels are too low, the water will aggressively seek the products it needs by attacking and damaging the Product surface and equipment. At the other end of the scale, high chemical levels will precipitate from the water and damage the pool surface and equipment.

Out of balance water can, therefore, cause expensive damage to your Leisure Pools Composite Armour™ swimming pool and equipment and may also inhibit the sanitation process.

Water balance is dependent on multiple factors that include variables specific to your Product's size and geographical location. The following is a general overview of each of these variables, but it is important to understand that these chemicals do not operate in a vacuum and no one chemical is enough even at the proper level – it is the balance of all of them together at all times that will keep your Product in its best condition. This is so important to the integrity of your Product that you are required to keep a monthly written record of the water chemical levels to avoid invalidating your Warranty.



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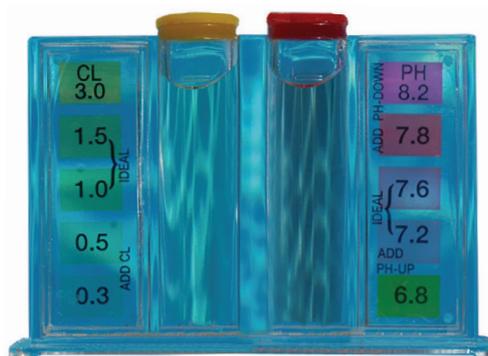
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Balancing Basics

1. Chemical adjustment to balance contamination and ensure neutral water conditions for users, the Product shell and related equipment.
2. Water sanitation to oxidize contaminants.
3. Water filtration to remove oxidized contaminants.
4. Regular testing to maintain balanced water chemistry.

In simple terms, a scientific water balance program requires that you balance the following variables, each of which is discussed in more detail below:

- **pH**
- **Total Alkalinity**
- **Calcium Hardness**



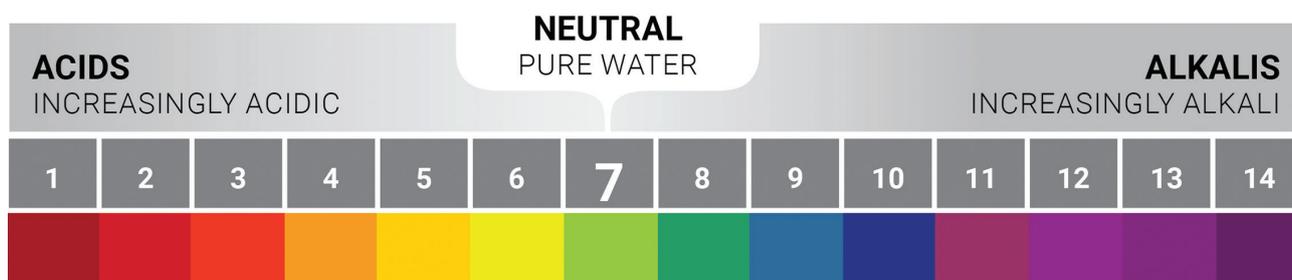
pH

pH is a measure of how much acid or alkaline exists in the water. The pH scale ranges from 0 to 14, with 7 being neutral. Values below 7 are acidic and values above 7 are alkaline.

High pH Levels Can:

- **Create swimmer discomfort;**
- **Interfere with the sterilization action of your pool sanitiser; and**
- **Damage your Leisure Pools Product.**

We are seeking a pH balance suitable to users, the Product itself and the sanitiser used. Your Leisure Pools Product(s) require a pH level in the water of between 7.2 and 7.4.





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Topping off the water, heavy rain, heavy bathing loads and chemical additions can all change the pH level of the water in your Product. The pH level must be kept within the operating range; if the pH is too high or too low, it could cause user discomfort and/or irritation and damage to your Leisure Pools Product.

Regardless of the chlorine type or chlorinator process you use, any pH drift above or below the required range of 7.2 to 7.4 will inhibit the sanitising effect of your chlorine and damage your Product. Accordingly, to maintain the Warranty on your Leisure Pools Product, you must maintain a pH level within the range of 7.2 to 7.4 and keep a monthly written record of the pH levels in the water.

Total Alkalinity

This is a measure of bicarbonates, carbonates and hydroxides in your water. The recommended range is 80 to 120 parts per million with 100 parts per million being ideal. In that regard, to maintain your Lifetime Structural Warranty on your Leisure Pools Composite Armour™ swimming pool, you must maintain the total alkalinity between 80 to 120 parts per million. You must keep a monthly written record of the levels in the pool to ensure you do not invalidate your Lifetime Structural Warranty.

Lower total alkalinity will lead to the water attacking the walls of the Leisure Pools Composite Armour™ swimming pool. Low levels will also cause the pH levels to be very unstable with small additions of chemicals resulting in major shifts in the pH values. Your total alkalinity can be changed in the following ways:

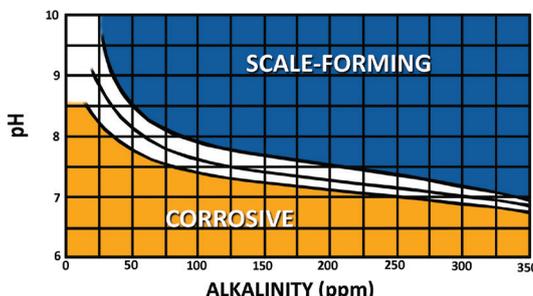
- Adding buffer to your pool water to raise the total alkalinity;
- Adding acid to your pool water to lower pH and will also lower total alkalinity;
- Adding water to your pool will change the total alkalinity depending upon the total alkalinity of the top-up water.

The Relationship Between pH and Total Alkalinity

A clear relationship can be seen between pH and total alkalinity in that they are both lowered by acids. Because of the relationship between these two chemical components, they need to be adjusted together.

The levels you are seeking to maintain are:

- **pH between 7.2 and 7.4**
- **Total alkalinity between 80 to 120 part per million**



(Note: The required levels stated are for standard salt water pools only and not for pools containing magnesium salt. Unlike a standard salt water pool, the magnesium salts will show up in a total calcium test. In a pool running magnesium salts you could easily find 70% of the total hardness attributed to the magnesium salts rather than the calcium. Allowance must be made for this when taking total hardness readings in pools running mineral salts which include magnesium).



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Let's have a look at the relationship. Assume that the pH is ok but the total alkalinity is low. To raise the level, add "Buffer" (sodium bicarbonate) at the required rate. However, buffer is an alkali and will also raise the pH level. Acid, which is used to lower pH, also lowers total alkalinity. The trick is, therefore, to raise the total alkalinity artificially high so that when the acid is added, to lower the pH to the correct range, the total alkalinity is also reduced to the correct range.

Two acid types are used to lower pH. One is Hydrochloric Acid and the other is Sodium Bisulphate. Both will effectively lower the pH and total alkalinity. If using Hydrochloric Acid to lower pH, it is vital that it be diluted (one part of acid to ten parts of water) prior to adding to the pool. Note that the filter should be running during addition and at least for one hour afterwards to ensure adequate mixing. No other types of acid should ever be used for pH or total alkalinity adjustment.

Calcium

Calcium naturally occurs in water. Different areas of the country have higher and lower levels of calcium in the water. The higher the calcium concentration in the water, the more prone the pool is to calcium leeching. When the pH is maintained between 7.2 and 7.4, the calcium is balanced in the water. Calcium levels must be maintained between 80 and 120 parts per million and the terms of the Warranty require you to maintain this level.

When the pH rises above 7.4, calcium begins to leech out of the water and cling to the swimming pool surface. The higher the pH is allowed to go, the more pronounced the calcification can become. Obviously, the problem occurs more often in areas with higher natural concentrations of calcium in the water (also known as hard water).

All that is required for calcium to fall out of balance creating a layer of scale is a pH above 7.4 and calcium hardness over 120 parts per million. The higher the levels, the more pronounced the problem will be. Many guidelines being used in the industry for adding calcium to water are based on concrete pool guidelines. There should really be only limited reasons why you should add calcium chloride to your water for a Leisure Pools Product. Please be aware that many pool stores, mass merchants, and mobile service companies do not know how to correctly care for fiberglass pools and spas. If a Product is exposed to high pH levels, an inconsistent discoloration below the waterline can occur. This whitening is due to calcium leeching from the pool water and clinging to the walls, steps and floor of the pool. It can be seen as a streak or solid area and is especially noticeable when the water level is lowered and the calcium dries.

If the Product is exposed to high pH levels and a discoloration starts to occur, the problem can be treated in the early stage (approximately 1 to 3 months) with chemical treatments.





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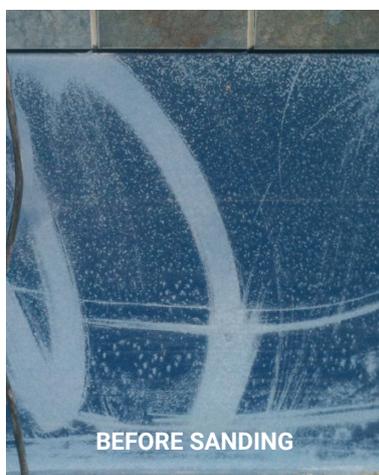
First, the pH must be lowered to 6.5. Then treat the swimming pool with Muriatic Acid and or calcium treatments available at your local pool supply store. Muriatic Acid refers to a technical grade of Hydrochloric Acid (HCl). If the pool is equipped with a heater, heat pump etc. a bypass should be installed to isolate the unit(s) during the treatment to not damage the exchangers. Any other items that may be damaged from an extended low pH environment should also be removed or isolated. Once the problem is controlled, restore the pH to 7.2 to 7.4 and be sure to maintain it between these levels so the problem does not re-appear.

If the Product is maintained with very high pH over a period of time (longer than 3 months), the problem can become severe. The calcium begins to combine with the chlorine producing a chemical salt known as calcium chloride. This is shown as CaCl_2 and is a salt of calcium and chlorine. This salt attaches itself to the surface and causes the surface to appear significantly lighter, especially when dehydrated. In advanced cases, the calcium chloride is so bad that the Product, even when hydrated (full of water), still shows the whitening.

If the pool has advanced Calcium Chloride but the gel coat returns to normal when hydrated then the pool can be treated using a chemical solution outlined above. It will take up to 6 months to allow the treatment to totally dissolve the Calcium Chloride, so it is best done over winter months. The pool will become more acidic, so it is not recommended for swimming.

If the gelcoat surface has become severely damaged by scale and it is visible when hydrated the only solution is to manually remove the scale from the surface because we have been unable to identify a chemical solution that will remove the scale at this point. The surface must be buffed and polished in an attempt to remove the scale build up and restore the luster of the surface. Because this process is necessitated by a failure to maintain required calcium levels, it is not covered under the Warranty. However, note that this process should still be undertaken by a Leisure Pools dealer or other person experienced and trained in installing and repairing Leisure Pools products to avoid additional coverage issues under the Warranty (refer to the Warranty terms for details). It is also very important that you speak with your local Leisure Pools dealer before draining the pool (refer to the section in this Handbook entitled "Do Not Empty Your Swimming Pool" for more information).

Please note that some areas of the country have inherently high naturally occurring calcium levels. In these areas, we would suggest that you incorporate a stain and scale treatment as a part of general maintenance. Make sure to discuss this with your water care professional for the suggestion of type.





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Sanitiser (Chlorine)

Chlorine is the most commonly used water sanitiser in the world. There are many forms of this highly effective product, including:

- **Granular chlorine (calcium hypochlorite) – granular chlorine can raise calcium levels (see previous pages);**
- **Liquid chlorine (sodium hypochlorite);**
- **Stabilized chlorine (chlorine in two forms – “dichlor” granular chlorine approximately 60% active and “trichlor” slow dissolving tablets approximately 90% active); and**
- **Saltwater chlorinators – these units produce chlorine through electrolysis of salt in the water.**

Whatever form of chlorine you use, the pH must be in the correct range and sufficient quantities of chlorine must be used for it to work properly. It is recommended that free chlorine levels are maintained between 1 to 2 parts per million. Chlorine levels should not exceed 5 parts per million as this can damage the Leisure Pools Composite Armour™ swimming pool. To check free available chlorine, use a DPD test kit.

Stabiliser

Ultra-violet light attacks chlorine. Stabilising pool water involves adding the chemical Cyanuric Acid to reduce the amount of chlorine destroyed by sunlight. Up to 5 parts per million of free available chlorine can be destroyed in three hours in strong sunlight.

For health and financial reasons it is important to overcome this effect as much as possible and stabilizing the water is strongly recommended. For the initial stabilising of a new pool, Cyanuric Acid should be added to achieve the recommended level of 30 to 50 parts per million.

Stabiliser is lost through splash out and backwashing of the filter so it will need to be replaced, especially during the swimming season. To do this it is necessary to first test for residual levels in the water. A water professional will be able to test the water in your pool and tell you how much stabiliser to add.

As you only need stabiliser in warmer months, adjust the level at the beginning of the swimming season and check it every few months during the season. Of course, if you have to pump out water, or lose a lot through splash out and backwashing, more frequent testing and adjusting will be required.

Chemical Additions

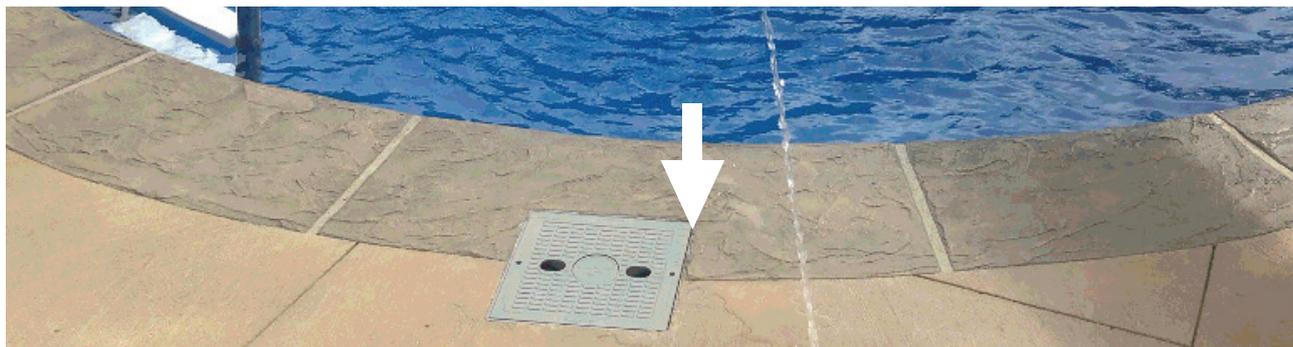
As a general rule, you are far better off adding small amounts of chemicals, running the filter and testing the effect after several hours. Attempting large chemical changes by adding large amounts of chemicals can result in big problems.



Note: When adding or diluting chemicals in the water, always remember to never mix chemicals with any other chemical and always add chemicals to water - never water to chemicals. Explosions have been known to occur resulting in injury or death.



The Basics of Pool Operations



Skimmer

The skimmer is the point at which water is drawn from the pool by the pump and is the key to proper circulation. The skimmer is designed to trap floating debris from the water surface.

Pump

Once through the skimmer, the water travels along the suction line to the pump itself. At this point there is a basket built into the pump to trap any debris that managed to get through the skimmer basket. This is called the hair and lint basket and it is designed to trap finer particles of debris. Again, this basket is removable and should be cleaned regularly. *Please refer to the pump manufacturer's operation manual for specific operation and maintenance instructions.*



Filter

Water then passes into the filter for the filtration and removal of even finer particles from the water. Filters are generally sand type filters or cartridge type filters. Most filters have a pressure gauge built into the filter that will tell you when to clean the filter. The more clogged the filter becomes, the higher the pressure will become, and this is normally indicated on the pressure gauge.





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Sand Filter

Cleaning a sand filter is easy. Simply turn the pump off and position the handle at the top of the filter to the backwash position. Turn the pump on and you will see the dirty water rushing out through the backwash line. Most filters have a sight glass where you can view this happening. Normally, backwashing for 3 to 4 minutes is sufficient. Turn the pump off and move the handle to rinse and run the pump for about 20 seconds. Again turn the pump off and return the handle to the original filter position and turn the pump on again. Remain by the filter throughout the entire backwashing process because the water could quickly drop below the level of the skimmer box and run the pump dry. *Please refer to the filter manufacturer's operation manual for specific operation and maintenance instructions.*



Cartridge Filter

The cartridge filter has to be removed from its housing to clean it. This usually requires undoing a clamp from the top of the filter and removing the lid. You can then extract the cartridge filter for cleaning. A hose is all you need to wash away the debris that is trapped in the folds of the cartridge filter. Sometimes it helps to slightly open up the folds in the cartridge with your fingers to get the hose right in to thoroughly clean the cartridge. The pump must be off through the entire procedure. Once the cartridge filter is clean, re-assemble the cartridge filter and replace the lid and clamp.

There will be some trapped air inside the filter housing. This can be expelled by opening up an air bleed on the top of the lid. Turn the pump on and the air will hiss out of the air bleed. Continue until water spurts out and when this happens, tighten up the air bleed. You are back in business. *Please refer to the filter manufacturer's operation Manual for specific operation and maintenance instructions.*

Sanitiser

The clean, filtered water will now return to the pool via the return line, but first it will normally be sanitised. One of the most common systems is a salt chlorinator. The salt chlorinator cell is installed in the return line and produces chlorine from the salt water by means of electrolysis. Other sanitising systems are also available. *Please refer to your sanitiser manufacturer's operation manual for specific operation and maintenance instructions.*

The clean, filtered, sanitised water is now on the way back to the pool via the return line. The return line is usually divided at this point into the water returns to the pool via several return jets. It is a good idea to have one of these jets adjusted to move surface water toward the skimmer and one adjusted toward the floor to move any debris on the floor. When you run your filtration system the correct amount of time according to the size of the pool, typical usage and temperature conditions, you should have very few problems.





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Important Information – Please Read



Do not empty your swimming pool.

It is critical that you DO NOT empty your swimming pool or lower the level of the swimming pool water below the skimmer box; to do so will void your Lifetime Structural Warranty.

Leisure Pools Composite Armour™ swimming pools are designed to be a membrane in the ground between the earth and the water. Removing the support of either the earth or part of the water will place enormous strain on the structural integrity of the Leisure Pools Composite Armour™ swimming pool, resulting in possible damage to the structural integrity of the pool.

Emptying or lowering the water below the skimmer box should only be done under the supervision of your pool builder. If in doubt, contact the manufacturer, Leisure Pools for advice. If you empty your Leisure Pools Composite Armour™ swimming pool without the supervision of a Leisure Pools manufacturing representative and damage occurs, your swimming pool will not be covered by the Leisure Pools Warranty.

Standpipe / Sump Tube / Groundwater Access Pipe

Leisure Pools Composite Armour™ swimming pools should be installed with a standpipe / sump tube / groundwater access pipe. This is a pipe that travels to the bottom of the pool shell and enables you to measure the height of any underground water. This pipe will also enable you to use a pump to remove water around the pool should there be a build-up of ground water around the pool.

Excessive ground water around the swimming pool may cause structural damage to the pool that will not be covered by the Warranty.

Drainage

When you are installing your Leisure Pools Product and undertaking any landscaping work, it is important to keep in mind the drainage of surface water. You must ensure that surface water does not run towards the swimming pool, but rather away from it. You must install sufficient drainage to keep the surrounding area free of heavy surface and sub-surface water.

Excessive water around your swimming pool may cause structural damage to your Leisure Pools Composite Armour™ swimming pool that will not be covered by the Leisure Pools Warranty.



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Modifications / Repairs to Products

In most instances, Leisure Pools Composite Armour™ swimming pools are relatively simple to repair should any damage occur.

A certified Leisure Pools technician can only undertake repairs on a Leisure Pools swimming pool. Should you have any repair issues please contact your Leisure Pools dealer directly. To have repairs undertaken by someone not authorised by Leisure Pools may void your Lifetime Structural Warranty. Please note that all warranty claims must be received in writing and accompanied by supporting information including pictures.

Winterising

In some regions, it is perfectly okay to leave your pool running all year long.

In other colder climates, winterising your pool is highly recommended. To ensure proper winterising, you must first make sure that any rainwater, naturally drains away from your pool. Then a regiment using skimmer plugs and return plugs with a combination of blowing out the lines is used. Please follow your Leisure Pools Dealer recommendation for winterisation. This will vary due to climate.





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Leisure Pools Limited Warranty

Fibre-Reinforced Composite Pool Lifetime Structural Warranty (Europe)

Explore Industries Europe Limited or its applicable affiliate (hereafter referred to as "Explore") is the manufacturer of Leisure Pools products including Leisure Pool Fibre-Reinforced Composite Pool, Leisure Pool Spas and Leisure Pools Water features (the "Product" or "Products"). Explore hereby warrants its Leisure Pools Products only upon this express limited warranty to the original Retail Purchaser only on the following terms:

1. LIFETIME STRUCTURAL LIMITED WARRANTY:

Subject to the exclusions and conditions listed herein, Explore warrants the structural soundness of its Fibre-Reinforced Composite Pool (the "Pool") against water loss caused by (a) defects in manufacturing workmanship and materials or (b) osmosis for the lifetime of the Retail Purchaser of the Pool so long as the Pool is owned by the Retail Purchaser (the "Pool Structural Limited Warranty").

Lifetime is defined to mean not less than 35 years.

2. SPA LIMITED WARRANTIES

Subject to the exclusions and conditions listed herein, Explore warrants the structural soundness of its Fibre-Reinforced Composite Spa (the "Spa") against water loss caused by defects in manufacturing workmanship and materials for a period beginning on the date the Spa is delivered to the Retail Purchaser (the "Spa Delivery Date") and ending on the date that is five (5) years from the Spa Delivery Date so long as the Retail Purchaser owns the Spa (the "Spa Structural Limited Warranty").

3. WATER FEATURE LIMITED WARRANTY

Subject to the exclusions and conditions listed herein, Explore warrants its water feature enclosures (each, a "Water Feature") against defects in manufacturing workmanship and materials for a period beginning on the date the Water Feature is delivered to the Retail Purchaser (the "Water Feature Delivery Date") and ending on the date that is twelve (12) months from the Water Feature Delivery Date so long as the Retail Purchaser owns the Water Feature (the "Water Feature Structural Limited Warranty").

4. EXCLUSIONS TO LIFETIME STRUCTURAL WARRANTY:

The Limited Warranty shall not apply in connection with any of the following:

- a. failure to complete any of the Retail Purchaser Limited Warranty Actions listed in Section 5.
- b. the Product is damaged or altered as a result of acts of nature including but not limited to earthquake, ground movement, storm or flood, inadequate site drainage, excessive hydrostatic pressure, ground water, underground springs, underground obstructions, tree roots, heavy water flow into the Product.
- c. the Product is not installed in accordance with Leisure Pools Installation Manual (refer to Leisure Pools for the Installation Manual for installation requirements).
- d. the Product is not installed level.
- e. the Product is not installed in accordance with Leisure Pools engineer's specification.
- f. the Product is not installed by an authorised Leisure Pools Dealer.
- g. the Product has been subject to any alteration, neglect, misuse, or abuse.
- h. the Product (other than a Water feature) is emptied to a level less than the skimmer box or by more than 30% of the water capacity of the pool (whichever is the lesser) without the written approval of Explore.
- i. the Product (other than a Water feature) is allowed to overflow with water.
- j. the Product (other than a Water feature) if the water is heated for more than 24 hours above 38° Celsius.
- k. the customer does not comply with the Leisure Pools Handbook.
- l. the customer does not keep a monthly written record of the Chlorine, Free Chlorine, pH, Total Alkalinity and Calcium Hardness (calcium hardness is to be tested by a pool shop every 6 months) levels of the water.
- m. the customer fails to keep the pH level of the water between 7.2 and 7.4, total alkalinity of the water between 80 to 120 parts per million, and/or the free chlorine level between 1 and 3 parts per million.
- n. the water chemistry in the Product (other than a Water feature) is allowed to get outside of standard operating water conditions causing damage to the surface of the Product.
- o. the customer does not notify Explore or a Leisure Pools Dealer in writing within 7 days of becoming aware of a potential structural warranty claim.



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- p. the customer does not provide Explore or its agents or sub-contractors access to the Fibre-Reinforced Composite Pool during normal business hours.
- q. water loss due to failure of pipe fittings, inlet fittings, outlet fittings, solar connections, manifold, skimmer, hydrostatic valve relief, light fittings or anything connected to the Product.
- r. the coping (top edge around the perimeter), which is not considered part of any Product for Limited Warranty purposes and which Leisure Pools recommends be covered with concrete, pavers, tiles, or other suitable covering subject to applicable conditions.
- s. any equipment used in connection with the Product or any other accessories or surrounds, including without limitation waterfalls or fountains and decks, concrete, wood, masonry, or other surrounds.
- t. damages sustained during or as a result of loading, transporting or unloading by the Retail Purchaser or a third party.
- u. any damage caused by any goods or components not manufactured by Explore or its affiliates.
- v. any damage to a Water Feature caused or contributed to by standing on or jumping off the Water Feature; or
- w. any damage to a Water Feature caused or contributed to by the adhesion of tiles, cladding or any other product to the Water Feature.

5. REQUIRED RETAIL PURCHASER ACTIONS UNDER LIMITED WARRANTY.

To obtain Limited Warranty services, the Retail Purchaser must:

- i. have registered the applicable Limited Warranty online at <https://leisurepools.eu/warranty-registration/> prior to any Limited Warranty services and within six (6) months of delivery of the applicable Product.
- ii. notify Explore in writing within seven (7) days of becoming aware of a potential Limited Warranty claim.
- iii. provide Explore and/or its affiliates, agents or subcontractors a reasonable opportunity to inspect the Product and the installation or use thereof and records kept in connection therewith; and
- iv. have paid Explore or the Leisure Pools Dealer the full Purchase Price owing under the pool installation contract (collectively, the "Retail Purchaser Limited Warranty Actions").

6. WARRANTY CLAIM

Explore in its sole discretion will determine if the alleged warranty claim is due to or from a defect in workmanship or materials or alternatively whether the warranty claim is because of the actions or non-action by the installer, customer, or some other cause.

If Explore determines that the warranty claim is because of defects in workmanship or materials Explore reserves the right to repair or replace the Fibre-Reinforced Composite Pool. In the event Explore chooses to replace the Fibre-Reinforced Composite Pool this limited warranty does not include the costs of removal or installation of the replacement Fibre-Reinforced Composite Pool including travel, accommodation, loss of time or use of the Product, inconvenience, and damage to property.

In the event Explore chooses to repair the Fibre-Reinforced Composite Pool, it will repair it so that it can retain water. Any warranty repairs may require modification to the Fibre-Reinforced Composite Pool or texture of the Fibre-Reinforced Composite Pool and may be visible and/or not exactly match the existing Product.

7. DISCLAIMERS

Explore shall in no event be liable for any personal injury, property damage, direct, indirect, special, incidental, or consequential damage or losses of any kind or nature arising from or related to the performance or supply of the Fibre-Reinforced Composite Pool. The liability of Explore under this warranty shall not exceed the original amount paid for the Fibre-Reinforced Composite Pool.

8. LIMITATIONS

This limited warranty takes the place of all other warranties, express or implied, warranties of merchantable quality and fitness for any particular purpose. All previous representations, understandings, and warranties in respect of the Fibre-Reinforced Composite Pool are superseded by this limited warranty and are of no effect. The limited warranty is to be interpreted in accordance with the laws of the Country the pool was sold.

9. TRANSFER OF WARRANTY

Explore will authorise the transfer of the Warranty within 5 years of the original purchase of the Fibre-Reinforced Composite Pool. In order to validly transfer the Warranty, Explore is to be notified in writing of the change of ownership of the swimming pool and be provided with the new owner's name, address, telephone and e-mail details. A valid transfer will not occur until the new owner receives from Explore a New Leisure Pools Swimming Pool Handbook and Warranty. The transfer must occur within 1 month of the change of ownership of the swimming pool.



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10. THIRD-PARTY PRODUCTS

Neither Explore nor its affiliates shall have any warranty or other obligations with respect to goods or materials manufactured by third parties, and the warranty (if any) of the respective third-party manufacturer will instead apply. Retail Purchaser agrees to be bound by the terms, covenants and conditions of the respective third-party manufacturers' warranties and to look solely to such manufacturers in the event of a breach of any such warranties. Retail Purchaser agrees that the disclaimers in Section 7 above shall apply equally to such goods or materials manufactured by third parties.

11. APPLICABLE LAW; JURISDICTION AND VENUE

To the fullest extent permitted, the laws of the European country that the pool was sold shall apply to disputes arising from or relating to this Limited Warranty and/or the Products covered thereby without regard to conflicts of law principles. Except to the extent prohibited by applicable law, and subject to the provisions of Section 8 (without limiting or waiving the provisions of that Section), the Retail Purchaser and Explore irrevocably agree to submit to the exclusive jurisdiction of the European country in which the pool was sold.



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