

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 Solarcover	3 years
Oasis 400	5 years
Oasis Koolcover	5 years
Oasis 500	8 years
Oasis Silverback	8 years
Pooltex	8 years
Heatshield Thermal	5 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?

You need to contact the place you purchased it from - they will liaise with us on your behalf. Once they have passed your details on to us, we will look into your claim, and respond within 3 days. Your pool shop will ask you to provide:

- A photograph and description of the damage
- Your name, address & contact details
- A copy of your receipt and details of the cover type and size -ie Oasis 400 micron, 8.5m x 4.4m, or Sb2815) - these details would usually be found on the receipt. If not, we will be able to trace them via your warranty registration.

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

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