



SPECIAL LINER REPLACEMENT PROCEDURES



In an effort to improve quality, process, and standards, The Vinyl Works® will be instituting a liner replacement protocol. Our primary goal is to improve both the quality of products and satisfaction of our mutually shared Retail Customers; at the same time preserving the reputation and relationship we share with our partners, the Pool Professionals. Installing and manufacturing multiple liners hurts all parties involved, both in time, treasure, and reputation, so getting the second liner correct is crucial.

When reporting a special liner fit issue, a second liner will not be manufactured until all manufacturing and installation issues are thoroughly investigated. Examining all possibilities for why the first liner did not fit will be standard procedure. Establishing the necessary changes needed to put the replacement liner into production is essential to authorizing remanufacturing. Outlined below is the systematic approach that will be used to investigate what changes need to be made so the replacement liner will fit and be scheduled for manufacturing.

1. Upon identification of issue, call or email The Vinyl Works® Corporate Services Department with the liner order number, job name, and liner serial lot number. Explain the problem with liner fit. ***Ideally this process will begin with a jobsite call happening in real time when liner fit issue is identified, which will result in the most expedited services.***
2. Provide The Vinyl Works® with pictures showing the liner installed in the pool with the vacuum turned on and detailing problem area or areas. (If the pool is filled with water, take pictures showing this.)
3. After reviewing all of the information that we have, ***a Manager or Department Head will call you directly and explain*** what The Vinyl Works® needs so we can figure out what is causing the fit issues with this liner.
4. It may require that the pool be remeasured using our On-Point/Pool Measure Pro App or doing an A/B measurement procedure using the paper-based method. If the issues are in a Stair, Sundeck, Bench or Cuddle Cove, completely new measurements will be needed. We must confirm that these products have been installed square, level, and with the correct finished dimensions as required for proper liner fit. We may send CAD drawings made for these products without any measurements on them, just blank spots indicating what we need measured. ***If deemed necessary, it may be required to report from the jobsite, so The Vinyl Works® can instruct the dealer on gathering the information needed for a proper fit. This will not be an option. (When required, pictures and/or videos can be sent via Text, FaceTime or Email.)***
5. Liner Warranties and/or Liner Guard Extended Protection Claim Reimbursements will be conditional on the participation and results of this new procedure.

If you have any questions regarding these procedures, please let us know.

We thank you in advance for your cooperation.