



Diamond Brite Limited Residential Warranty (10 year) - #w00000
** Commercial pools are defined as those not incorporated into single-family residences.*

Pool Owner: John Smith
 Address: 0123 NE 12th Street
 City, State, Zip: Lauderdale, FL 33308
 Phone: 954-010-1010
 Contractor: ABCDE Pools
 Address: 1010 SW 10th Street, Oakland Park FL 33334
 Phone: 954-202-0001
 Installation Date: 2012-05-01
 Registered Date: 2012-05-31
 Batch Codes: XX-010101010;
 Color: Super Blue

Southern Grouts & Mortars, Inc. (herein referred to as SGM), warrants its product **Diamond Brite** exposed aggregate interior pool and spa finish, solely against material failure from the date of installation for a period of 1 year. In the event of material failure, SGM's sole liability shall be, upon SGM's verification, to provide the materials necessary to repair the area of failure only. It is understood that some cosmetic variation may result in connection with installation of the material upon repair. EXCEPT FOR THE FOREGOING WARRANTY, THERE ARE NO OTHER WARRANTIES, EXPRESS OR IMPLIED, BEING MADE HEREUNDER BY SGM, INCLUDING ANY WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT AND REDHIBITION.

*Customer will acquire an extended **10-year pro-rated residential or 5 year pro-rated commercial warranty** on the same terms as set out above by successfully completion and retention of this on line warranty form. In the event of material failure, SGM's sole liability shall be, upon SGM's verification, to provide the materials necessary to repair the area of failure only, calculated as a pro-rated percentage of the warranty service life.*

SPECIFIC LIMITATIONS TO LIMITED WARRANTY

ITEMS SPECIFICALLY NOT COVERED BY THIS WARRANTY INCLUDE, WITHOUT LIMITATION:

1. This limited warrantee shall not cover damages due to faulty workmanship.
2. Warranty shall not cover labor for warranty repair.
3. Pool finishes that have been physically damaged or faded, or through lack of proper water chemistry balancing, chemical abuses, or sanitation applications. Pool chemistry must be tested and documented monthly by a reputable company using a computerized system. Monthly printed reports are required as documentation to initiate a warranty claim and failure to obtain monthly water chemistry records shall void this warranty. REFER TO THE INITIAL FILL, BALANCING for OPTIMUM POOL and SPA WATER CHEMISTRY CONDITIONS. In addition this limited warranty shall not apply to damage due to structural failure, or physical abuse to the pool.
4. Delamination, surface check cracking, cracks caused by structural defect or damage, or draining of the pool.
5. Naturally occurring color variation, staining, mottling and hydration.
6. Damage caused either directly or indirectly by an act of God, including any natural disaster such as hurricane, earthquake, tornado, flood, lightning, hail, fire or any abnormal deterioration due to any cause including and without limitation to plant or animal life.
7. Damage due to act or acts of negligence, misuse, abuse, vandalism, war or civil disobedience.

8. SGM shall not be liable for any incidental, special, consequential or punitive damages, including without limitations, water and chemical replacement, and loss of use of the pool. In addition, minor surface checking, "crazing", and/or cracks are not covered by this warranty. This finish is not structural.
9. Misuse of the product and/or improper installation or installation outside a body of water, or use in applications for which it was not intended, including but not limited to negative edges, dam walls, beach entries, rolled bond beams, spillways and waterfalls.
10. Warranty is not valid unless the applicator has been paid in full.
11. Warranty is not valid unless this registration is completed in full and within thirty (30) days of installation. At SGM's discretion, proof of purchase and use may be required as a condition of this warranty.
12. Warranty is valid only in the Continental United States and is non-transferable from the original pool owner listed above.

IN NO EVENT SHALL SGM BE LIABLE FOR SPECIAL, INDIRECT, INCIDENTAL OR CONSEQUENTIAL DAMAGES UNDER TORT, CONTRACT OR OTHERWISE (INCLUDING WITHOUT LIMITATION LOSS OF USE) EVEN IF SGM SHALL HAVE BEEN ADVISED OF THE POSSIBILITY OF THE SAME. SGM'S MAXIMUM LIABILITY UNDER THIS WARRANTY SHALL BE TO SUPPLY THE MATERIALS NECESSARY TO REPAIR THE AREA OF FAILURE.

It is acknowledged and understood that:

Some loss of aggregate is to be expected, especially in a new installation, and is not a defect. SGM pool finishes are applied and finished completely by hand, resulting in variations in color, shade, tone, texture and overall appearance of the pool finish. These variations are a featured characteristic of the "natural look" of exposed aggregate finishes, and in no way constitute a defect. Pool color is influenced by many factors: size, shape, depth, lighting conditions, local surroundings, application technique, and small color differences between batches all affect color perception. Color may also be affected by failure to maintain proper pool chemistry. Therefore, colored plasters or pigmented finishes are not warrantied with regard to color. When resurfacing over existing finishes SGM Bond Kote System must be applied. SGM does not warranty its products when applied of any other bonding material. Where the existing finish is first removed via sandblasting or chipping, Bond Kote may not be required.

Our material is tested and certified by independent laboratories. All data is given in good faith however we reserve the right to change products and specifications without notice. SGM advises interested parties to satisfy themselves as to accuracy of any data and to seek certification if appropriate.

**INITIAL FILL and BALANCING,
& OPTIMUM POOL and SPA WATER CHEMISTRY CONDITIONS**

In accordance with the National Plasterers Council, Inc. ("NPC") standards, it is recommended that the following pool and spa water chemistry conditions be maintained on an ongoing basis for the longevity of Diamond Brite exposed aggregate interior pool and spa finish. These values are important to prevent corrosion, deterioration, discoloration, scaling or other problems. For more information refer to your local agency having jurisdiction or NPC.

Follow recommended fill and balancing procedures to ensure a successful start-up. Fill pool completely and without interruption with clean, potable water. The use of a filter during fill is strongly recommended. The initial fill water is the most important water that the pool will receive and must be tested, recorded and adjusted according to the following parameters by an experienced pool professional. For the first thirty days (30) the pH and alkalinity must be monitored and adjusted (if applicable) every three (3) to five (5) days. All other chemicals monitored and adjusted (if applicable) every seven (7) to ten (10) days. The pool water must be tested regularly and documented monthly by a reputable company using a computerized system. Monitoring the pool water regularly will not only affect the new finish but will keep the Diamond Brite finish looking new. Improper water chemistry will void the 10 year limited residential / 5 year commercial warranty. It is recommended that a quality sequestering agent be used in the initial start-up in accordance with the manufacturer's instructions and then a recommended maintenance dosage per the sequestering agent's manufacturer instructions.

FIRST DAY: Add sequestering agent upon initial fill per manufacturer's instructions.
Adjust pH to 7.2 - 7.6 and total alkalinity to 80 -120 PPM.

SECOND DAY: Record pH, total alkalinity, calcium hardness and temperature levels. Adjust pH to 7.4 - 7.6 and total alkalinity to 80-120 PPM. Dissolve all chemicals completely in water before adding to pool, and allow sufficient time for each chemical to be fully dispersed before adding other chemicals. **DO NOT ADD CHLORINE OR CALCIUM CHLORIDE.** Brush entire surface twice daily for the first three (3) days.

THIRD DAY: Repeat steps from Second Day. Adjust chemistry to the following levels:

Free Chlorine: 1.0 - 3.0 PPM
pH: 7.4 -7.6
Total Alkalinity: 80 -120 PPM
Calcium Hardness: 200 - 400 PPM
Stabilizer: 30 - 60 PPM

Adjust pump timer to normal operating hours. Do not install automatic pool cleaners for 28 days. Do not vacuum the pool with a wheeled vacuum for 14 days. Brush the pool walls and floor daily for the first two (2) weeks.

DAILY WATER CHEMISTRY AFTER 28 DAYS

Maintain the water chemistry using the **Langelier Saturation Index (LSI) maintained between 0.0 and +0.3.**

<i>Description</i>	<i>Pool & Spa Water Levels</i>
Free Chlorine – Above 4.0ppm may cause corrosion	1 to 3PPM
Total Chlorine	1 to 3PPM
pH	7.4 to 7.6
Alkalinity	80 to 120 PPM
Calcium Hardness	200 to 400 PPM
Cyanuric Acid	50 to 80 PPM
TDS	300 to 1800 PPM (Non-Salt Pools)
Salt Level	2500 to 3500 PPM (Salt Chlorination ONLY)

This warranty constitutes the sole and only warranty being made by SGM and may not be altered, modified or changed except by a written instrument signed by the President of SGM. No oral representation, warranty or promise may be relied upon by any person in making a warranty claim hereunder.

For any valid claim presented under warranty; SGM, Inc. will provide the owner with a standard remedy. For any claim that is not valid, owner will pay SGM, Inc. reasonable charges, including travel and labor, associated with investigation of such claim.

LIMITED WARRANTY CLAIM PROCEDURES

To initiate a limited warranty claim, notify SGM in writing describing the complaint and photocopies (do NOT send originals) of the warranty as completed at the time of the application, copies of the monthly (or more frequent) results of water chemistry records analyzed by a commercial water chemical retailer and by certified mail to:

SGM, INC., PRODUCT WARRANTY DIVISION:
1502 S.W. 2ND PLACE,
POMPANO BEACH, FLORIDA 33069

Any and all controversies, claims or disputes arising out of or relating to the terms and conditions of this warranty shall be settled by binding arbitration, conducted in Broward County, Florida under the rules of the American Arbitration Association.

Valid only in the Continental United States. Warranty is Non-Transferable.