



**POOL  
DOCTORS**  
LANDSCAPES



**WARRANTY**



**2024**

# POOL CONSTRUCTION

## POOL STRUCTURE

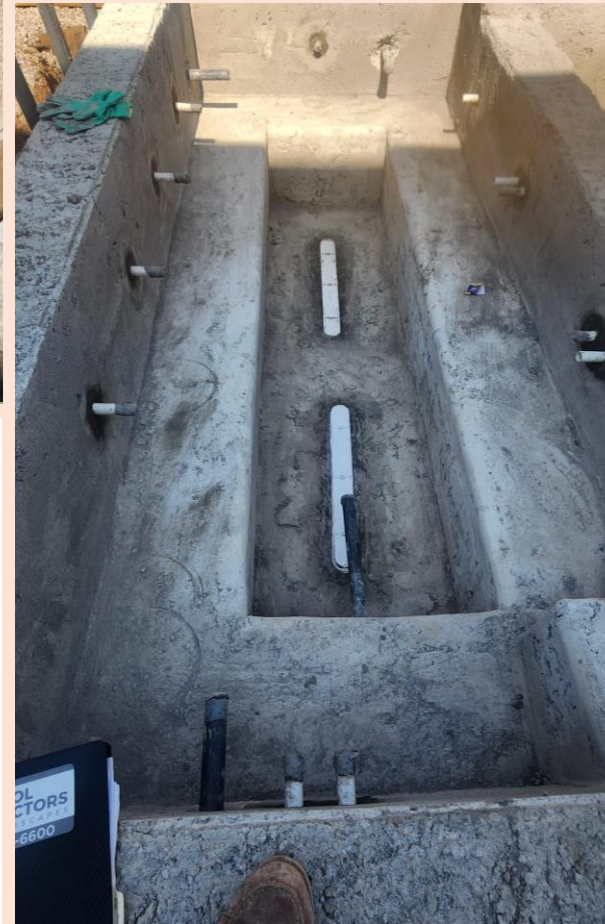
Pool Doctors warrants a lifetime warranty on the structure of the pool as long as Pool Doctors winterizes it every year.

Common issues that are not covered by this warranty would be external damage such as, but not limited to: damage caused by wind, unstable/shift ground, chemical damage, or not maintaining proper water level in the pool.



## PLUMBING ON PAD

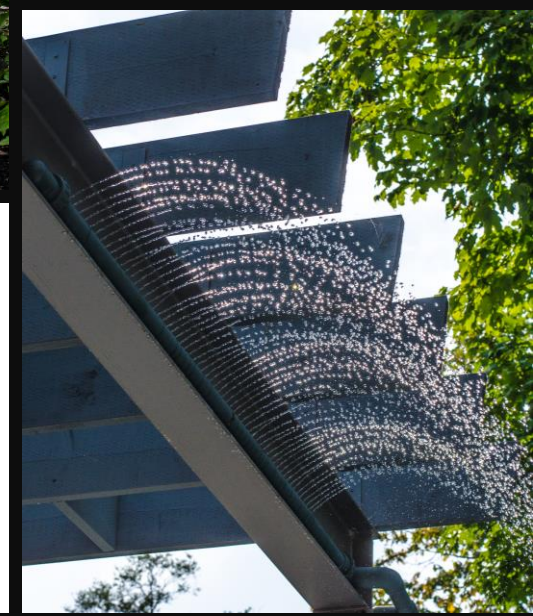
Pool Doctors warrants all plumbing completed by our Elite Service Technicians up to 3 years from original installation date. The warranty is conditional on a Pool Doctors Service Technician performing the appropriate and recommended seasonal winterization and closing. The plumbing warranty does not cover damaged pressure gauges, worn out seals or gaskets.



## UNDERGROUND PLUMBING

Pool Doctors warrants all underground plumbing will be free from leaks or defects due to craftsmanship for as long as Pool Doctors completes the pool winterization & closing.





## WATER FEATURES

1 Year Manufacturer warranty (parts only, labour & service fees may apply)

Underground plumbing line is warrantied as long as Pool Doctors winterizes the pool. Pool Doctors warrants all plumbing done by our service technicians up to 3 years from original installation date.

The warranty is conditional on a Pool Doctors Service Technician performing the appropriate and recommended seasonal winterization and closing. The plumbing warranty does not cover worn out seals or gaskets. Any defects are subject to original manufacturer warranty.



# EQUIPMENT



## FILTER

3 year manufacturer warranty (parts only). It is the client's responsibility to clean and change the filter when required. Warranty may become void due to improper use or neglect.

## PUMP

3 year manufacturer warranty (parts only). Warranty may become void if upon inspection by a Pool Doctors Service Technician, the problem is a result of improper usage, improper winterization, electrical failure or power surge.



## EQUIPMENT



### SALT CELL

3 year manufacturer warranty (parts only).  
Warranty may become void due to improper  
chemical balancing, improper winterization,  
damage from mishandling not cleaning cell  
annually.

### HEATER

3 year manufacturer warranty (parts only).  
Warranty may become void due to improper  
chemical maintenance. It is the client's  
responsibility to provide proof of chemical  
testing. Pool Doctors is not responsible for  
any defect if deemed there has been abuse or  
neglect of the unit.



# EQUIPMENT



## CONTROL PANEL

3 year manufacturer warranty (parts only).  
Warranty may become void if the issue is a result of abuse or neglect. Pool Doctors will take no responsibility for damage due to electrical surges, rodent damage or any broken wires.

## REMOTE

3 year manufacturer warranty (parts.)  
Warranty may become void due to improper chemical maintenance. It is the client's responsibility to provide proof of chemical testing. Pool Doctors is not responsible for any defect if deemed there has been abuse or neglect of the unit.



## EQUIPMENT



### ROBOT CLEANER

3 year limited manufacturer warranty. (parts only)

### LIGHT BULBS

Incandescent (non-LED) bulbs only – 1 season manufacturer warranty (parts only)

**LED Colour** – 3 year manufacturer warranty (parts only). Pool Doctors will not warrant this item if the issue is deemed a result of neglect or abuse. This includes but is not limited to improper winterization, electrical power surges or physical damage. Additional labour charges may apply.



## EQUIPMENT



### LIGHT TRANSFORMER

3 year limited manufacturer warranty. (parts only)

### AUTO COVER

10 year manufacturer warranty. Parts only.  
See manufacturer's warranty.





## EQUIPMENT



### **SAFETY COVER**

3 year limited manufacturer warranty. (parts only)

### **SPA COVER**

10 year manufacturer warranty. Parts only.  
See manufacturer's warranty.

## WORKMANSHIP

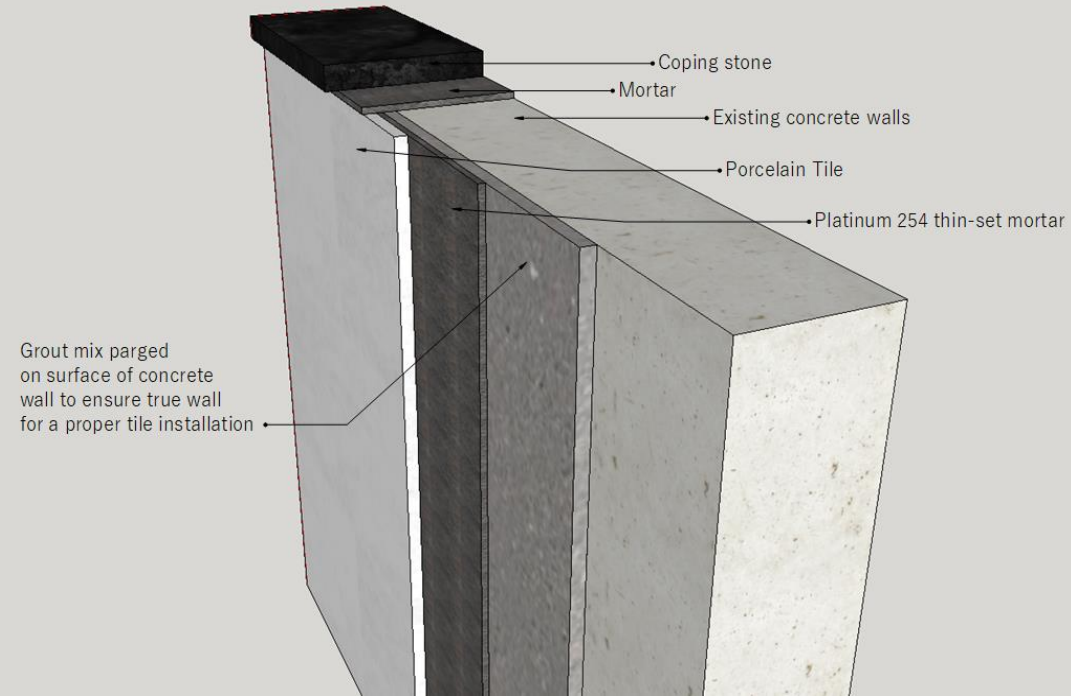
All of our work is installed according to the highest level of craftsmanship in the industry. Grading and drainage perform to the limits they were designed. Patio and walkways are installed in a method that exceeds the manufacturers suggestions. All stonework installed using ultra base permeable concrete system and HPB base method, will see a 5 year warranty.

Damage to our work is not covered. We are responsible for the correction of our immediate work only and not for the conditions that may have occurred over time.

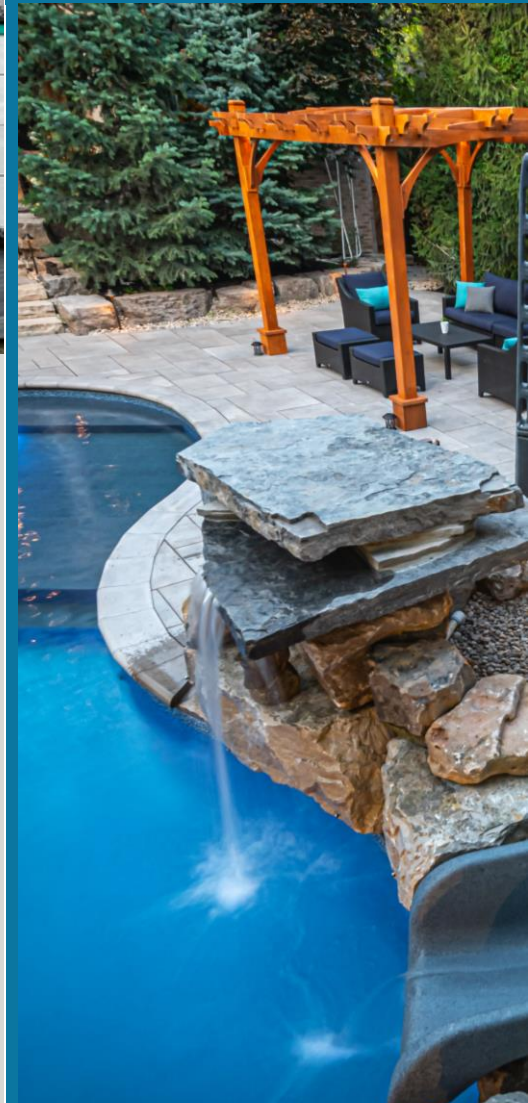
Any workmanship or materials provided or installed not explicitly mentioned in this warranty brochure are subject to the manufacturer warranty, if applicable, or valid for parts only.



Tile Wall Installation



## LANDSCAPE CONSTRUCTION



## LANDSCAPE CONSTRUCTION

### **HARDSCAPE MATERIALS**

Manufactured products are covered under the warranty of the manufacturer or the supplier as applicable. Natural products are guaranteed to be defect-free at installation. Cracking and shaling of natural stone is beyond our control and is a characteristic of some natural materials. Labour is not included under warranty for the correction of defective material manufactured or supplied by others.

Warranty is not applicable to patio installations including new interlock, flagstone, or rip up and relays where Pool Doctors did not install the base, as we cannot guarantee the workmanship of others.



## LANDSCAPE CONSTRUCTION

### **BURIED OR OBSCURED OBSTRUCTIONS**

We contact Ontario One Call to locate all public utilities present on client's property. We are responsible for their protection and repair if we damage them.

We are not responsible for client's "private" utilities that have not been specifically identified and accurately located for us.

Examples include but not limited to:

- a. Irrigation and lighting lines
- b. Septic Lines/Tanks
- c. Invisible Dog Fencing
- d. Private Gas Lines





## SOFTSCAPE

### PLANTS – TREES & SHRUBS

We will Perform one replacement within one year from original installation. This covers any trees or shrubs that die, provided it has had proper care and watering. Parts of a plant may die as a normal reaction to transplanting. We use all necessary and recommended additives when planting to reduce transplant shock. An injured plant must be pruned and/or trained if there is a reasonable expectation that it will return to it's original health over time.

### PLANTS – PERENNIALS, GROUND COVERS, & ROSES

There are no warranties for perennials, ground cover or roses. Even though many of these plants are considered hardy in our climate zone, they are more susceptible to changing environment factors at any time of their life cycle, especially in a new landscape. The best prevention from loss over winter is winter protection or mulching. Winter protection during the first year is highly recommended.

### ANNUAL FLOWERS & SEASONAL COLOUR

There are no warranties for annuals. Survival is dependent upon proper care and watering.

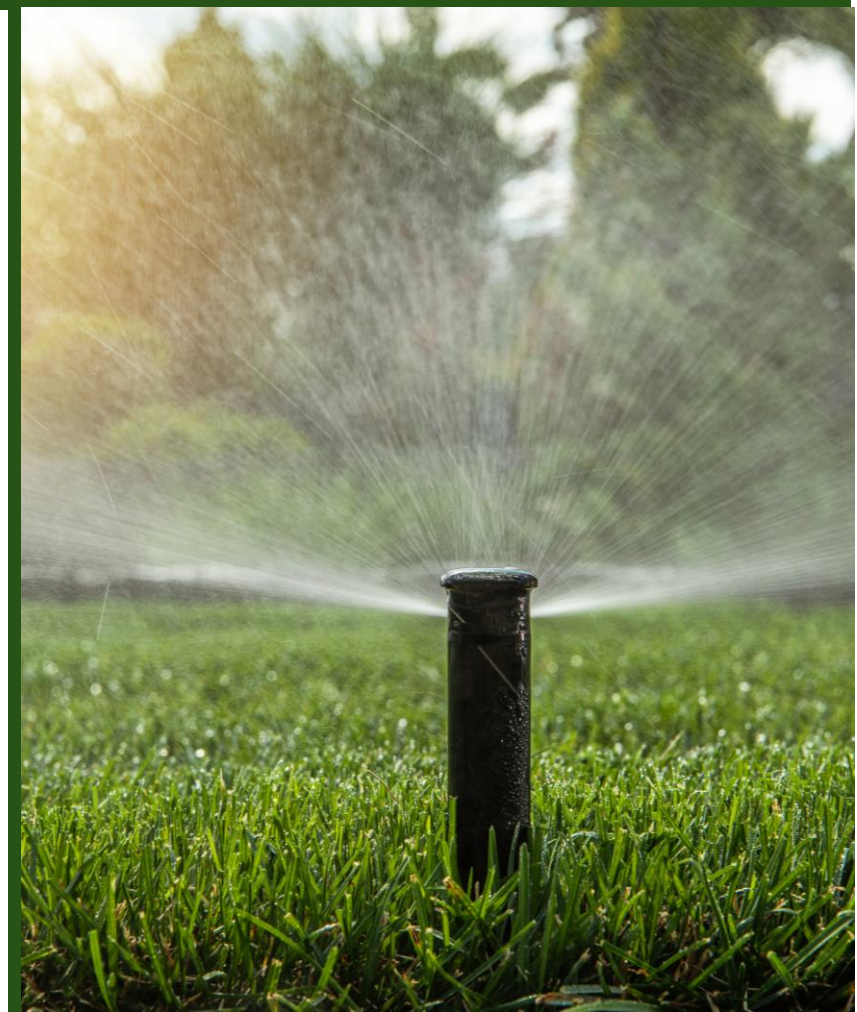
## S O D A F T E R C A R E



### CARE FOR NEW SOD

**0-10 Days** – Water sod for at least 15 – 20 min in each area of the lawn per day. Watering a second time each day is recommended if the temperatures are over 18 degrees and sunny. It is important to get the water through the sod and into the soil below. To check you are water enough, pull back the corner of the sod in several places throughout the lawn, the soil below should be moist. **DO NOT FERTILIZE OR MOW THE LAWN YET.**

**10-21 Days-** Water sod every other day for approximately 30 minutes. By watering for longer periods of time you are encouraging root growth deeper into the soil. Again, check to make sure you are watering enough by pulling back the corner of the sod in several places. The sod should be difficult to pull up, do not force it if there is resistance. This means the root system is developing and should not be pulled from the soil. If the lawn is not rooting by this time you may not be watering enough. Before watering the lawn, cut the grass as needed. If the lawn is too wet to cut, refrain from watering for one day and then cut. **DO NOT FERTILIZE THE LAWN YET.**



## S O D   A F T E R C A R E



**DO NOT LEAVE NEW SOD UNATTENDED.  
IT IS THE RESPONSIBILITY OF THE CLIENT  
TO MAINTAIN AND CARE FOR YOUR NEW  
SOD.**

**POOL DOCTORS DOES NOT WARRANT  
ANY SOD THAT HAS DIED DUE TO  
NEGLECT, IMPROPER WATERING/CUTTING  
OR ECESSIVE TRAFFIC**

**3 WEEKS & BEYOND** – The lawn should be well rooted and can take normal foot traffic. Water the lawn approximately twice a week making sure to apply 1” of water each week. You may apply a balanced turf fertilizer six weeks after installation. Please read the label carefully.

Please Note:

\*You may walk on the lawn to move sprinklers but keep foot traffic to an absolute minimum during the initial establishment period.

\*If the edges between the sod begin to separate or pull apart, more water needs to be applied as the sod is shrinking due to dryness.

\*Avoid watering at night or in the evenings. Prolonging the time the sod is wet can encourage diseases.

\*Make sure to water along pavement and sidewalk surfaces when the temperatures are warmer as the hot surfaces will bake the sod.

\*Lawn seeding is not guaranteed.



## CLIENT'S RESPONSIBILITIES



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### **Water Chemicals**

Test pool water weekly with test kit. This is the number one responsibility in order to avoid costly repairs. Damage due to improper chemical balancing will void any warranty. Pool Doctors may ask to see a chemical testing log. When adding chemicals to pool, know how to handle them safely and follow the directions on the container. If client is unsure, please contact our Elite Service Division.

### **Storage**

Safely storing items such as pool covers, chemicals, etc are the responsibility of the homeowner.

### **Maintenance**

Regularly cleaning pool, emptying skimmer & pump baskets. Regular inspection and maintenance of all equipment such as filters, salt cells, heaters etc.

### **Sump Well**

Maintain sump level no more than 6" in the well.

### **Water Level**

Making sure to maintain the appropriate water level.

### **Winterization**

Ensure proper winterization of pool and system. Using Pool Doctors to winterize pool allows for continued warranty coverage.

### **Liner**

Be aware of sharp items that could potentially end up in the pool leading to a rip/tear in the liner.





# 2024 CONTACT INFO

Should any issues arise that fall within the parameters of the above warranted items please contact the following departments.

**Elite Service Department**  
905-632-6600- ext 2  
[service@pooldoctors.ca](mailto:service@pooldoctors.ca)

**Landscape Division**  
905-632-6600 ext 1  
[info@pooldoctors.ca](mailto:info@pooldoctors.ca)

**All Other Inquires**  
905-632-6600 ext 1  
[info@pooldoctors.ca](mailto:info@pooldoctors.ca)