



Warranty Claim Process

- 1) Fill out attached Warranty Claim Questionnaire and fax to 972-727-3087. All questions must be answered.
- 2) Pool contractor or pool surface applicator must inspect the pool surface and submit written evaluation prior to Saranna, Inc. investigation. The written evaluation is to include chemical readings of pH, alkalinity, chlorine, and calcium hardness readings. The written evaluation is to include a detailed description of the proposed problem area and overall look at feel of the entire pool surface.
- 3) Once the documentation is received from the pool owner and pool contractor or surface applicator Saranna, Inc. will review and determine if inspection is needed and submit the assessment of the situation to the pool owner and pool contractor or surface applicator.

NOTE: Check cracking or eggshell cracking is not a defect of Hydra Product materials but is usually attributable to the portland cement and other factors of the mixture or weather.

A white film or white spots on the pool surface is usually caused by scaling and is not a defect of the Hydra Product materials.



Warranty Claim Questionnaire

Date: _____

Owner's Name: _____ Phone: _____

Address: _____ Email: _____

City/State/Zip: _____ Date of Application: _____

Pool Contractor: _____ Phone: _____

Applicator: _____ Phone: _____

Surface Material: _____ Color: _____

Description of Area of Concern:

When did you first notice the situation? _____

Have you tried any remedies for the situation? ___ yes ___ no

If yes, what were they? _____

Do you use a salt system on your pool? ___ yes ___ no

If yes, what type of salt do you use? _____

Do you use chlorine tabs? ___ yes ___ no

Do you use shock? ___ yes ___ no If yes, how often? _____

Do you use stain or scale prevention? ___ yes ___ no If yes what type, how much and how often? _____

Do you use a pool service company for your pool? ___ yes ___ no

If yes, what is the name, number and contact of the company? _____

List any other pool service companies used while the Hydra Product material has been on your pool. _____

Please attach the water chemistry record required per warranty with this questionnaire.

Saranna, Inc.
Dallas, Texas

Off: 972-670-7468 Fax: 972-727-3087