



GENERAL WARRANTY

ABOVE-GROUND POOLS

1. Scope of General Warranty

The general warranty applies to the pool structure components (hereinafter referred to as "Parts") that include the following main components: the uprights, tracks and ledges (top seats), top and bottom plates and the pool wall.

2. Citadel's Parts Warranty

For the purposes of this Parts warranty, Manufacturing Defects (hereinafter referred to as "Manufacturing Defect" or "Manufacturing Defects") are defects that significantly impair the quality, safety, or use of the pool, render the pool unsuitable for its intended purpose or substantially reduce its utility, or adversely affect a critical Part, compromising the structural stability. Damage and deterioration described in Section 8, which are not caused by Manufacturing Defects, are excluded from this Parts warranty and do not impose any liability on Citadel.

3. Citadel's Warranty Period for Manufacturing Defects in Parts

Citadel's warranty for Manufacturing Defects in Parts takes effect on the purchase date indicated in the purchase contract and expires at the end of the final year of the warranty period. Once the warranty has expired, Citadel is released from all liability for damage, wear, or the replacement of Parts, and the Customer assumes all costs associated with repairs and replacements, regardless of the cause or circumstances necessitating such repairs or replacements.

4. Notification of Potential Manufacturing Defects

The Customer must promptly notify Citadel in writing of any anomalies or irregularities in the Parts that may indicate potential Manufacturing Defects and provide a detailed description along with supporting photos of the observed issue, photos of the filtration system, and the purchase receipt. Citadel must receive this notification **no later than two weeks** after the first appearance of the anomaly or irregularity. Any delay in notification may void the warranty or limit its scope.

Upon receiving the required information, Citadel will review the situation and inform the Customer whether the Parts exhibit Manufacturing Defects and, if applicable, specify any repairs required to correct such defects.

5. Repair of Manufacturing Defects During the First Two Years of the Warranty Period

If the analysis conducted in accordance with Section 4 determines that repairs are necessary to correct Manufacturing Defects, and such repairs are carried out within the first two years of the warranty period, Citadel will cover the cost of replacement Parts only.

If the repairs require travel, modifications or repairs to structures, earthwork, landscaping, equipment, or devices other than the Parts being repaired, the Customer will bear all associated costs.

Citadel does not cover the cost of water or chemical supplies, including salt, for the installation of the pool, nor does it cover such costs if the pool must be drained to perform inspections, maintenance, or repairs. Under no circumstances will Citadel issue a refund or be responsible for the installation of replaced or repaired component(s).

6. Shipping and Freight Costs

Under no circumstances will Citadel issue a refund or be responsible for the shipping or freight costs of any replaced or repaired component(s).

7. Pro-Rata Allocation of Material Costs for Repairs of Manufacturing Defects After Full Coverage Period

The cost of materials used to repair Manufacturing Defects after the full coverage period shall be allocated between the Customer and Citadel as follows: for each Part repaired, the Customer's share will correspond to the cost of materials multiplied by the percentage representing the amortized value of the Part, while Citadel's share will correspond to the cost of materials multiplied by the percentage representing the Part's non-amortized value.

The amortization schedule for material costs (Appendix 1) specifies the point in the warranty period when the repairs are performed, the various Parts, and the percentages corresponding to the amortized and non-amortized values of the Parts.

8. Warranty Exclusions

The following instances of damage, deterioration, or changes in appearance are not caused by Manufacturing Defects in Parts and shall in no way impose any liability on Citadel:

- a) Damage resulting from defects in materials or equipment supplied and installed by the Customer.
- b) Damage resulting from any equipment supplied and installed by the Customer that impedes or interferes with the normal operation of the pool.
- c) Damage caused by major water accumulation in the ground, leaving the pool completely empty, by a deep freeze, or by the effects of the freeze/thaw cycle.
- d) Damage resulting from an installation performed by the Customer or the Customer's agents that does not comply with Citadel standards.
- e) Damage resulting from acts of God or force majeure, including but not limited to lightning, flooding, overflow of moving or stationary bodies of water, earthquakes, shifting soil, or unusual climatic conditions such as deep freeze or heavy rainfall.
- f) Damage resulting from inadequate maintenance or improper use, as well as any removals, modifications, or additions carried out by the Customer, is expressly excluded from this warranty. Without limiting the foregoing, the Customer assumes full and sole responsibility for any damage resulting from, but not limited to, improper winterizing, poor water quality, excessive acidity, leaving the pool empty, or improper drainage.
Corrosion resulting from leaks at the skimmer, return outlet, bottom drain, or liner is NOT covered under this warranty.
- g) Damage resulting from winterizing the pool before the end of September or from turning off the filtration system prior to winterizing the pool.
- h) Damage to the pool resulting from failing to check the watertightness of the liner when winterizing the pool and, if applicable, failing to repair all leaks in the liner prior to winterizing the pool.



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- i) Damage to Parts, excluding the wall and structure, resulting from a defective condition of the wall or structure.
- j) Deterioration resulting from normal wear and tear of the pool structure.
- k) Scratches, discoloration, buckling, cracks, and shrinkage resulting from normal wear or the inherent characteristics of the materials, and which do not constitute damage warranting the replacement of any Parts, piping, small components, skimmer, or other items referenced in Sections 8 and 9, nor the replacement of any other equipment, item, or accessory.
- l) The deterioration of the pool or its foundation resulting from existing tree roots on the Customer's property or on neighboring lots.
- m) The deterioration of the pool or its foundation resulting from the presence of stumps or other objects in the ground.
- n) Damage caused by a sand bottom with bumps, holes, or furrows created by ants or worms, and, more generally, any damage caused by animals or insects, including, but not limited to, rats, mice, squirrels, raccoons, birds, worms, and ants.
- o) Damage caused by the weight of snow or ice accumulated on the pool.
- p) Damage caused by the settling of the soil around the pool's perimeter.
- q) Damage caused by the pressure exerted by the winter cover or its securing system.
- r) In the event that Citadel is unable to respond to service calls received late in the fall as a result of weather conditions that make the requested interventions impossible, Citadel shall not be held liable for any resulting damages.
- s) Damage caused by the presence of pollutants or contaminants in the ground or elsewhere, in any form, whether solid, liquid, gaseous, microbial, or in the form of odours, heat, vibrations, radiation, or any combination of these elements.
- t) Damage caused by a failure of utility services to supply gas, water, or electricity.
- u) This warranty is null and void if a salt chlorine generator is used on a pool structure that is not entirely made of resin.
- v) Damage to the liner caused by unbalanced pH, excessive chlorine levels, or improper adjustment of a salt chlorine generator.

9. Compensation for Damage to Other Property

Compensation is excluded for any damage to property not covered by this warranty.

10. Supply of Water and Chemicals

Citadel is not responsible for the costs of water or chemicals, including salt, used during pool installation or to refill a pool that must be emptied for inspections, maintenance, or repairs.

11. Other Conditions Affecting the Warranty

The warranty is suspended for any period during which the Customer is in default on amounts owed to Citadel and will remain suspended until such amounts have been fully paid.

12. No Other Express, Implied, Verbal, or Written Warranties or Agreements

This warranty grants Citadel Customers specific rights as described in this document. Citadel makes no other express, implied, verbal, or written warranties. Citadel and the Customer acknowledge that this document contains the complete terms and conditions of the warranty, and that no other written, verbal, or implied agreement regarding the warranty has been made or discussed.

13. Warranty Transfer

This warranty applies exclusively to the original purchaser and is not transferable.

To make a claim request:

1-888-777-0447 | aquasupport.ca
12775 Brault St, Mirabel, QC, Canada J7J 0C4



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WARRANTY YEAR	2/20		3/25		4/30	
	Amortized value	Non-amortized value	Amortized value	Non-amortized value	Amortized value	Non-amortized value
1	0%	100%	0%	100%	0%	100%
2	0%	100%	0%	100%	0%	100%
3	40%	60%	0%	100%	0%	100%
4	40%	60%	40%	60%	0%	100%
5	50%	50%	40%	60%	40%	60%
6	50%	50%	50%	50%	40%	60%
7	50%	50%	50%	50%	50%	50%
8	50%	50%	50%	50%	50%	50%
9	50%	50%	50%	50%	50%	50%
10	70%	30%	70%	30%	70%	30%
11	70%	30%	70%	30%	70%	30%
12	70%	30%	70%	30%	70%	30%
13	70%	30%	70%	30%	70%	30%
14	70%	30%	70%	30%	70%	30%
15	70%	30%	70%	30%	70%	30%
16	90%	10%	90%	10%	70%	30%
17	90%	10%	90%	10%	70%	30%
18	90%	10%	90%	10%	70%	30%
19	90%	10%	90%	10%	70%	30%
20	90%	10%	90%	10%	70%	30%
21	100%	0%	90%	10%	90%	10%
22	100%	0%	90%	10%	90%	10%
23	100%	0%	90%	10%	90%	10%
24	100%	0%	90%	10%	90%	10%
25	100%	0%	90%	10%	90%	10%
26	100%	0%	100%	0%	90%	10%
27	100%	0%	100%	0%	90%	10%
28	100%	0%	100%	0%	90%	10%
29	100%	0%	100%	0%	90%	10%
30	100%	0%	100%	0%	90%	10%