

QUAKER PLASTICS

Process Claim Form Instructions

Section A

- Homeowner's name – All Claims are filed by homeowner's name.
- Address – Must have actual location of pool, NO P.O. BOX. Will need for dispatch of repair company

Circle One

- Original Purchaser – Warranty valid for original Homeowner who purchased the pool.
- Indoors Pool - Outdoors Pool

Section B

- Reason For Claim – (example) if stair has a crack please give location, (1st tread, 2nd tread left right, etc. and the size of crack.)

The more information you can supply will help in determining the best action for repair.

Section C

Photographs –

- 1) Are required to identify the manufacturer of the stair.
- 2) View of the damage area aids in determining best repair.
- 3) Allows for proper identification of the model.
- 4) Date and Proof of installation is required for proper warranty.
Proof can be copy of contract for pool installation.
(Quaker's current warranty only covers stairs manufactured from 1994 to present.)
- 5) Stair Model Number or description (Example: 8' 4-tread straight)
 - Stairs are measured across front of stair at the coping knobs. 7' 6" measurement would be an 8-foot stair, 5' 6" measurement would be a 6-foot stair, or 3' 6" would be a 4-foot stair.
 - The number of treads: 3, 4, or 5.
 - Does the stair have a seating area on each side of the third tread down? This would designate twin seat model. (Example: 8' 4-tread twin seat)
 - Is the stair a straight or radius? (Example: 6' 4-tread Radius)
- 6) Serial number is on the paper work you should have received when the pool was installed. Serial number on stair is not accessible by homeowner. May need to contact installer to get serial number.

Section D

Pool Builder/ Service Company

Builder or company that currently services the pool so that we may contact if more information is necessary.

QUAKER PLASTICS

250 Route 61 South, Schuylkill Haven, PA 17972
570-385-4733 Fax: 570-385-1318
Email: warranty@cardinalsystemsinc.com

Office use only: C#: _____
Office use only: Date of receipt: _____

PROCESS CLAIM FORM THERMOPLASTIC IN-GROUND POOL STEP

Date: _____

Pool builder, service company, or homeowner must complete all of the following to make this claim:

A) POOL LOCATION: (No P.O. Box, must provide actual location of pool)

Homeowner(s) Name _____

(CIRCLE ONE) Original Purchaser YES / NO Swimming Pool is Indoors Outdoors

Street _____

City _____ State _____ Zip _____

Phone () _____ Work () _____

B) Reason for claim (Describe in detail. If damaged, please give location on step)

C) ITEMS REQUIRED (MUST HAVE items 1, 2, 3, and 4 BEFORE FURTHER CLAIM PROCESSING ACTION CAN TAKE PLACE) return with this form

- 1) Photograph(s) showing front view of stair showing faceplate and knobs
- 2) Photograph(s) showing damaged area
- 3) Photograph(s) showing view of stair and related concrete area
Photographs are required to identify Quaker Plastics Stairs and to determine best action for repair.
- 4) Date and proof of date installation _____
Warranty Valid for Original Purchaser Only. Copy of Pool Installation Contract.
- 5) Stair model # or description (i.e. 8' 4-tread, Swim Out, etc.) _____
- 6) Serial # of stair _____

D) POOL BUILDER/SERVICE COMPANY:

Company Name _____

Street Address: _____

City _____ State _____ Zip _____

Phone # () _____ Fax # () _____

Name of Company Representative _____

Person Completing Form - Homeowner - Dealer/Builder - Sales Rep - Distributor
 Other

*A SAMPLE COPY OF WARRANTY IS AVAILABLE ON OUR COMPANY WEBSITE AT www.cardinalsystemsinc.com

** IN-POOL THERMOPLASTIC STEP LIMITED WARRANTY effective January 1, 1994.

IN-POOL THERMOPLASTIC STEP LIMITED WARRANTY

Quaker Plastics, a division of Cardinal Systems, Inc., hereafter referred to as "Quaker Plastics", warrants to the original retail consumer purchaser that if a Quaker Plastics Step should fail structurally due to a manufacturing defect within twenty-five (25) years from the date of original installation, and that the warranty form has been properly registered online at www.cardinalsystemsinc.com or that the attached warranty card has been completed, signed, and returned to Quaker Plastics within thirty (30) days of original installation, Quaker Plastics will, at its sole option, repair any such defect or, in the alternative, supply a new step, F.O.B. Schuylkill Haven, Pennsylvania, on a no-charge basis.

This warranty is subject to the following terms and conditions:

Quaker Plastics shall not be responsible for the cost of the removal or replacement of any defective step, nor for any other expenses or damages that might be incurred in such removal and/or replacement, including but not limited to costs of transporting the defective step to Quaker Plastics or other designated location.

This warranty relates only to manufacturing defects and does not include staining, fading, discoloration, or damage or failure resulting from other causes, including, but not limited, to acts of God, misuse or abuse, accident, negligence, fire, improper installation, including failure to properly affix supplied brace support system as described in instructions, and/or maintenance, or defects in the raw material.

This warranty is enforceable only on the original retail consumer purchaser within the term of this warranty and this warranty applies only to Quaker Plastics in-pool thermoplastic pool steps purchased for private residential use.

This warranty shall be void unless the attached warranty registration card is completed and submitted online at www.cardinalsystemsinc.com or signed and returned to Quaker Plastics at the address below within thirty (30) days of installation by the original retail consumer purchaser.

QUAKER PLASTICS SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL OR INCIDENTAL DAMAGES, INCLUDING BUT NOT LIMITED TO ANY DAMAGES FOR LOSS OF USE OF POOL OR INJURY TO PERSON OR PROPERTY, AND ANY CLAIMS THEREFORE ARE HEREBY SPECIFICALLY DISCLAIMED AND EXCLUDED. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH MAY VARY FROM STATE TO STATE.

Quaker Plastics makes no other warranty, express or implied, and any statutory warranties, including implied warranties of MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, are hereby specifically disclaimed and excluded.

No representative of Quaker Plastics or any of its agents, distributors, or dealers has any authority to alter in any manner the terms of this warranty and Quaker Plastics is not responsible for any undertaking, representation or warranty made by any other person beyond those set forth in this warranty certificate.

For submission of warranty registration/card:

Website address:	www.cardinalsystemsinc.com
Email:	warranty@cardinalsystemsinc.com
Mailing address:	Quaker Plastics/Cardinal Systems, Inc. 250 Route 61 South, Schuylkill Haven, PA 17972

WARRANTY EFFECTIVE JANUARY 1, 1994