



2023 CUSTOM COVER REPAIRS WITH MERLIN INDUSTRIES, INC.

Custom Cover Repairs and/or Replacement Covers

Cool Pool recommends that you re-read your Warranty Certificate that you received at the time of cover installation. The warranty coverage is different from different manufacturers. We do not make warranty determinations. If you feel your cover damages/repairs fall under warranty, and your cover was not manufactured by Merlin Industries, you must contact the original manufacturer directly. Cool Pool *exclusively* works with Merlin Industries.

Merlin charges an inspection fee, but will waive the fee if the repair falls under their warranty policy, or if you choose to repair to the cover. The inspection fee **from Jan. 1- July 31 is \$140**. The inspection fee from **Aug. 1- Dec. 31 is \$214**. All covers submitted for repair will automatically be completed if the **repair is less than \$409**. If more, a quote will be sent to you.

If your cover is over 7 years old, repairs will likely not be possible due to the condition of the threads/fabric. If your cover cannot be repaired, a quote for a new cover will be sent to you.

There is no warranty, expressed or implied, that a repaired cover will meet ASTM Standards.

There are two options to get the cover to Merlin Industries.

The Cheapest Way: Cool Pool will charge you a \$35 processing fee to prepare the proper paperwork. You will need to clean and dry out the cover, remove the springs, and mark the hole(s) with duct tape. Then, you will have to pack and ship the cover to Merlin. You will assume the shipping charges to and from Merlin, as well as any additional charges from Merlin (inspection, repair costs). Once a quote from Merlin is received, it will be sent to you.

The Easiest Way: Cool Pool will process the paper work, clean, dry out, and mark the cover. We will remove all the springs from the cover, and pack and ship it to Merlin. The charge for this service is \$325. This fee does not include any charges from Merlin (inspection, repair costs). Once a quote from Merlin is received, it will be sent to you.

Once you have read through the above information, please select the best option for you:

I choose: **The Cheapest Way** **The Easiest Way**

Signature: _____ Print Name: _____ Date: _____

I understand all applicable fees, and warranty information.

(845) 352-0110 85 South Pascack Road, Nanuet NY 10954

This form can be completed and returned to Lauren@coolpool.com

SPLASH . Relax . REPEAT .