



ALCA'S MARBLE IMPORTS, INC.

7-Year Limited Warranty for Pool Aggregate Finishes

Coverage

Alca's Marble Imports, Inc. ("Alca's") warrants its pool plaster and aggregate interior finish materials ("Finish") against material failure for seven (7) years from the date of installation, subject to the terms and conditions outlined in this document.

This warranty applies only to aggregate finishes under Alca's label. Some materials sold by Alca's but not labeled by us are covered exclusively by their respective manufacturer's warranty.

This warranty is limited to the replacement of defective material only. Labor, installation, water replacement, chemical costs, loss of use of pool, and incidental expenses are not covered.

Conditions

1. The pool finish must be installed by a qualified pool plaster contractor following proper batch formulas and industry standards.

2. Start-Up and Maintenance Procedures Requirement

For this warranty to remain valid, the initial start-up of the pool must be performed by a **National Plasterers Council (NPC) Certified Start-Up Technician**. The start-up process and all subsequent maintenance must be conducted **in full accordance with the current NPC Start-Up Procedures and Maintenance Guidelines**.

The pool owner must retain proper documentation of the start-up, including technician certification details, water chemistry logs, and maintenance records, and provide them upon request in the event of a warranty claim.

Failure to comply with NPC-certified start-up procedures and ongoing NPC maintenance standards may result in this warranty being limited or voided, as improper start-up or maintenance can cause damage to the finish that is not covered under this warranty.

3. Pool water chemistry must be continuously maintained within recommended ranges by a reputable company using a computer system. Complete, unaltered monthly water chemistry records are required to file a claim.

4. The pool must not be drained for longer than 48 hours at any time during the warranty period.

Exclusions

- Labor, workmanship errors, or structural defects.
- Damages caused by improper water chemistry, neglect, chemical abuse, or failure to maintain regular water testing.
- Minor cosmetic variations such as shading, mottling, color differences, or natural variation of aggregates.
- Loss of sparkle, color fading, or breakdown of accent materials (e.g., shells, abalone, or mica).
- Normal stone/aggregate loss during curing or pool life cycle.

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- Physical abuse, surface checking, cracks from movement or structural damage, or damages from draining.
- Installations outside of water (raised walls, spillways, waterfalls, beach entries, etc.).
- Acts of God, natural disasters, or extreme weather events.

Limitations

1. Warranty is valid only if the pool contractor/installer has been paid in full.
2. This limited warranty is non-transferable and applies only to the original pool owner.
3. This limited warranty will not be valid if Completed Warranty registration was not completed in full, signed and submitted to Alcas Marble Imports Inc. within 30 days of Installation.
4. Due to the Natural variation in aggregates, Cosmetic appearance, shading, mottling, or water color variations are not considered material failures.
5. Water color cannot be guaranteed. Application, start up techniques, along with sun exposure, and shading can affect the reflection of the sun and the Water color.
6. Alca's liability is limited solely to the replacement of defective material.

Claim Process

1. Pool owner must first contact their pool contractor/installer to inspect any issue.
2. Written notice of claim must be submitted to Alca's Marble Imports, Inc. within 30 days of discovery.
3. Claim must include:
 - Completed Warranty Registration form (see below).
 - Proof of product purchase and installation date.
 - Complete water chemistry records from installation through date of claim
4. Alca's reserves the right to inspect the pool before approving or denying any warranty claim.

Start-Up & Water Chemistry Guidelines

In accordance with National Plasterers Council (NPC) standards, the following water chemistry ranges and practices are recommended.

Start-Up (First 28 Days):

- Fill pool immediately and continuously with clean water to prevent a waterline stain.
- Test and adjust pH, total alkalinity, and calcium hardness frequently (every 3–5 days during first month).
- Brush pool surface daily to remove plaster dust.
- Do not add salt for the first 28 days.
- Do not heat pool and/or spa for 30 days.

Ongoing Maintenance (After 28 Days):

Maintain the water balance with the following recommended ranges:

- Free Chlorine: 1–3 ppm (above 4 ppm may cause corrosion)
- Total Chlorine: 1–3 ppm
- pH: 7.2–7.6
- Total Alkalinity: 80–120 ppm
- Calcium Hardness: 200–400 ppm
- Cyanuric Acid (Stabilizer): 30–50 ppm
- Total Dissolved Solids (TDS): 300–1800 ppm (non-salt pools)
- Salt Level (for salt-chlorinated pools): 2500–3500 ppm

Maintaining balanced water chemistry is essential to protect the finish and preserve warranty coverage.

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Warranty Registration Form

Please complete all required fields before submitting this form.

Pool Owner:	
Address:	
City/State/Zip:	
Telephone:	
Pool Owner Signature & Date:	
Pool Contractor/Installer:	
Company:	
Address:	
Telephone:	
Product Name & Installation Date:	

Contact

Alca's Marble Imports, Inc.
6231 Krempen Ave
San Antonio, TX 78233
Website: www.alcasmarble.com
Email: info@alcasmarble.com

■■ Failure to maintain proper pool chemistry, complete required records, or adhere to start-up and maintenance procedures will void this warranty.

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