

October 04, 2022

Bill Russell  
Moriello Pool  
32 Mulberry Street  
New Paltz, NY 12561

Re:

Mr. Russell,

Thank you for contacting regarding the membrane surfacing installed at the referenced facility. RenoSys is always available and ready to assist you in resolving any questions or concerns. However, prior to scheduling our technicians for a visit to your facility, we would like to outline our service policy for your review and acceptance.

Upon review and acceptance of this agreement, RenoSys will dispatch technicians to evaluate the membrane installed at your facility. This examination will include, probing of all seams, visual inspection of the flanges at all penetrations and an inspection of the perimeter termination. Please keep in mind that the membrane surfacing is designed to hold water inside the vessel. The appearance of water trapped between the membrane and the pool shell is not uncommon, or unexpected.

Should our examination of the surfacing reveal that the concerns are covered under the RenoSys Membrane Warranty, any necessary corrective action will take place at no charge. However, should we determine that the matter is caused by factors not covered by the RenoSys Membrane Warranty, you will be responsible for the costs listed below.

The results of our on-site examination will be the determining factor for service work performed under warranty. Prior to proceeding with any corrective action, RenoSys will notify you of the findings of our examination along with an approximate schedule for repairs and any applicable costs.

**Service Rates:**

**Travel:** Includes but not limited to, mileage, tolls, fees and lodging (if applicable). Cost plus 32%

**On-Site Labor:** \$148.00 per manhour.

**Material:** Cost plus 32%



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Indianapolis, IN 46220

**800.783.7005**  
**RenoSys.com**

By executing this document, you are indicating your understanding of the possible charges associated with our pending visit to your facility and are authorizing RenoSys to schedule a site visit based on this understanding. Once executed, please return to our office so that we may be able to schedule a technician to visit. All terms will be due upon receipt unless previously arranged. Any accounts past due shall be subject to a 1.5% service charge per month. RenoSys is not responsible for any consequential damages for any reason, hydrostatic ground water, or wrinkles caused by same draining or filling the vessel, any trade union or prevailing wage. This agreement shall be governed exclusively by the laws of the State of Indiana and Marion County.

Please let us know if you have any questions or if we can be of any further assistance regarding this matter.

**Facility Name:**

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**Authorized By:**

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Name

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Title

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Signature

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Date

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