



# PERFECT POOL, INC.

## CUSTOMER FAQ & CARE GUIDE

*2025–2026 Official Edition | Includes FTC, EPA, and Magnuson–Moss Warranty Act Disclosures*

*Built Different. Built to Last.*

## Manufacturer Statement

Perfect Pool Inc. proudly introduces the **world's first ISO / ASTM / ANSI certified drop-stitch pool system**, engineered through more than thirty-six months of testing and third-party verification. Every pool is built with hot-air-welded, high-pressure drop-stitch construction—the same performance technology used in professional paddle-boards and military inflatables—delivering steel-wall strength with inflatable convenience.

Perfect Pool are designed for families, resorts, and homeowners who demand safety, simplicity, and lasting value. This FAQ & Care Guide explains everything you need to know about ownership, setup, operation, maintenance, and warranty coverage.

## 1 | ABOUT PERFECT POOL

### Q 1. What makes Perfect Pool different from other above-ground pools?

Perfect Pool use proprietary **drop-stitch hot-air-welded technology** that allows internal fibers to lock under pressure, producing walls rigid enough to rival steel-frame pools yet light enough to install in 90 minutes.

### Q 2. How long was the product in development?

More than 36 months of structural design, material science, and field testing went into every model to ensure compliance with **ISO, ASTM, and ANSI standards** for safety and water containment.

### Q 3. Where are Perfect Pool produced?

All pools are manufactured in audited facilities under strict quality-control programs. Each unit is pressure-tested and inspected before shipment.

### Compliance Statement:

All marketing claims, specifications, and performance data contained in this guide are verified through independent testing and third-party certifications, including **ISO, ASTM, ANSI, and REACH** compliance. No performance claims are made beyond verified laboratory and field test results.

### Q 4. What sizes and packages are available?

- 16 ft × 48 in
- 20 ft × 48 in
- 24 ft × 48 in

Every pool ships as a **complete bundle** including:

- Premium ground pad • Bluetooth + Wi-Fi filter pump • Perfect Puffs reusable filter media
- Stabilizer ladder system • Summer and winter covers • Cleaning kit (vacuum hose, pole, skimmer)

### Q 5. Are Perfect Pool climate-resistant?

Yes. Drop-stitch walls are UV-stable, freeze-resistant, and tested from  $-20^{\circ}\text{F}$  to  $120^{\circ}\text{F}$ . In high-sun states (AZ, TX, FL, NV, CA) apply **Perfect UV Protectant** every 4–6 weeks during summer.

## 2 | SETUP AND INSTALLATION

### Q 1. How long does setup take?

Average installation is **90 minutes** with two people—no contractors, permits, or tools required in most residential zones.

### Q 2. What surface do I need?

Choose a flat, level area: grass, compacted soil, patio, or deck. A **heavy-duty ground pad** is included. Avoid gravel or concrete that could abrade the liner.

### Q 3. Does the pool stay inflated?

Yes. Once inflated to the rated PSI, internal fibers maintain rigidity. Minor topping off may be needed after storage.

### Q 4. Can I recess the pool?

Perfect Pool are designed for above-ground use. Partial recessing is allowed only if ventilation and drainage remain open—never backfill against the wall.

### Q 5. Can pets be near or in the pool?

Supervised pets may play nearby, but claws and teeth can puncture vinyl. Pet damage is **not covered under warranty**.

### Q 6. Can I heat or cool the water?

Yes. Compatible with 220–240 V electric heater/chiller units such as Arctic Titanium or Jandy VersaTemp. Follow electrical codes and manufacturer grounding instructions.

## 3 | DAILY USE & MAINTENANCE

### Q 1. How do I keep my water clear?

Run the **Perfect Filter Pump** 4–6 hours per day. Clean Perfect Puffs filter media every 7–10 days and backwash through the hose outlet as needed.

### Q 2. Which chemicals should I use?

Maintain: pH 7.2–7.6 | Alkalinity 80–120 ppm | Free Chlorine 1–3 ppm.

Approved products: Perfect Pool Chlorine Tabs, Perfect Shock & Clarifier, Perfect Algacide (non-metallic).

**Never use:** bromine, biguanides (Baqvacil type), copper algacides, acidic cleaners, or steam pressure tools.

#### **Chemical Safety Notice:**

Always use manufacturer-approved water treatment products listed in the **Perfect Pool Manufacturer Water Care, Chemical Safety & Warranty Compliance Manual (Rev. 1.0)**.

Never mix or substitute chemicals outside of that manual.

Improper chemical use can void warranty coverage and may violate **EPA consumer chemical-safety regulations**.

### Q 3. How do I clean walls and liner?

Use **mild soap + water (Dawn)** or **Perfect Cleaner**. Wipe with a soft sponge, rinse, and air-dry. Do

not use bleach or abrasives.

#### **Q 4. Can I power-wash the pool?**

No. Pressures > 60 psi can damage coatings and void the warranty.

#### **Q 5. How often should I change water?**

Only top off for evaporation. Full change once per season if desired.

## **4 | ACCESSORY CARE & MAINTENANCE**

**Ladder** – Rinse with fresh water monthly; store indoors off-season.

**Covers** – For debris and weather protection only. Hose off debris, dry fully before folding, store away from sunlight. Never walk, sit, or place objects on the cover. Keep children and pets away at all times.

**Filter Pump** – Unplug before cleaning; rinse internal media, dry thoroughly, store in a sheltered location during winter.

*Industry Note: All accessories meet or exceed ANSI APSP-14 standards for portable pool equipment. Routine rinsing and seasonal storage extend product life 3–5 years.*

## **5 | SHIPPING & DELIVERY**

#### **Q 1. How long does delivery take?**

Pools ship from the **Perfect Pool Warehouse** within 1–2 business days of processing. Transit averages **5–10 business days** to most U.S. addresses.

Distributor bulk shipments also average 5–10 days.

#### **Q 2. Can I track my order?**

Yes. A tracking link is emailed once the shipment leaves our warehouse; progress can also be viewed in your account at [www.theperfectpoolco.com](http://www.theperfectpoolco.com).

#### **Q 3. How are pools packaged?**

Each pool is boxed in reinforced freight cartons with foam protection and labeled for easy unpacking.

#### **Q 4. What if my order arrives damaged?**

Report any freight damage within 48 hours to [info@theperfectpoolco.com](mailto:info@theperfectpoolco.com) with photos + tracking number. Perfect Pool will coordinate inspection and replacement.

## **6 | SEASONAL CARE & STORAGE**

#### **Q 1. How do I winterize my Perfect Pool?**

1. Lower water below return ports.
2. Add Perfect Pool Winterizing Solution (non-toxic antifreeze + clarifier).

3. Remove and rinse pump and hoses.
4. Dry completely before storage.
5. Install the included Winter Cover and tighten straps.
6. Winter covers are **not safety covers** and provide **no fall or load protection**. Children and pets must be kept away at all times.

*Freezing zones: Disassemble and store indoors (above 40 °F / 4 °C). Walls can fold without creasing if dry and cool.*

### **Q 2. Can I leave the pool up year-round?**

Yes in warm regions (FL, TX, AZ, NV, CA). For freeze-prone states, take down seasonally to prevent ice damage.

### **Q 3. How should I store off-season?**

Clean, dry, deflate partially, fold loosely (no sharp creases), and keep indoors in a cool dry space away from sun or heat.

## **7 | SAFETY & USE GUIDELINES**

### **IMPORTANT SAFETY WARNING – POOL COVER USE**

The cover is **NOT a safety cover**. The cover has **NOT been tested or rated** for weight distribution, load-bearing, or fall protection. The **cover is for debris and weather protection only. No walking, sitting, standing, leaning, or placing objects** on the cover. **Children and pets must be kept away at all times**. The clip system is **for retention only** and provides **no structural support**. The cover **may collapse or fail without warning**. Misuse may result in **serious injury, drowning, or death**. Perfect Pool Inc. **disclaims responsibility** for injuries resulting from misuse or failure to follow instructions.

#### **No Child Safety Representation:**

This product is **not designed or intended to prevent pool access**. **Additional safety measures** including fencing, alarms, and constant supervision are required.

### **Q 1. Do I need a fence or permit?**

Perfect Pool are classified as portable and generally permit-free; always check local codes.

### **Q 2. Essential Safety Rules**

- Never leave children unattended.
- No diving or jumping.
- Keep electrical devices  $\geq 5$  ft from water.
- No glass near pool.
- Use only the Stabilizer Ladder on the ground pad.
- Never walk, sit, stand, or place objects on the pool cover.

### Q 3. ADA access?

Not officially ADA-certified but compatible with portable lift systems.

### Q 4. Inflation Safety

Each pool is tested above operating pressure to meet ISO/ASTM/ANSI integrity standards. Inflate to label PSI (typically 8–10 PSI).

#### Important Safety Disclosure:

Perfect Pool are designed for above-ground, residential use only and must be installed in compliance with local fencing, electrical, and water-safety regulations.

Always follow **CPSC (Consumer Product Safety Commission)** guidelines for portable pools, including continuous adult supervision of children and the use of a safety barrier where required.

For additional safety information, visit: [www.theperfectpoolco.com/safety](http://www.theperfectpoolco.com/safety)

## 8 | VIDEO TUTORIALS & LEARNING RESOURCES

### Q 1. Are instructional videos available?

Perfect Pool is producing comprehensive video guides covering assembly, inflation, patching, maintenance, and winterization.

Videos will be posted at [www.theperfectpoolco.com/support](http://www.theperfectpoolco.com/support) and on the official [YouTube channel](#).

### Q 2. Will videos replace the manual?

No – they complement the printed Quick Start Guide and this FAQ to make setup even easier.

All video content supplements the official **Owner's Manual (Rev. 1.0)** and the **Manufacturer Water Care, Chemical Safety & Warranty Compliance Manual (Rev. 1.0)**. The printed manuals govern all warranty, safety, and compliance determinations in case of conflict.

## 9 | WARRANTY, RETURNS & SUPPORT

### Q 1. What does the warranty cover?

- Pool structure (drop-stitch walls / seams): **3-year limited warranty** prorated 100% / 60% / 30%.
- Accessories (pump, ladder, cover, Perfect Puffs): **1 year**.

### Q 2. What is needed for a claim?

1. Pool ID number (label by valve).
2. Proof of purchase.
3. Photo + 5-sec video of defect.
4. Overall pool photo.

Email [info@theperfectpoolco.com](mailto:info@theperfectpoolco.com) with subject "Warranty Claim – [Model]."

### Q 3. How long for processing?

5–10 business days after all info received.

### Q 4. Can I return unsold or unused pools?

No. Returns are only for approved warranty defects.

#### Warranty Disclosure Notice:

The warranty information summarized in this guide is for convenience only. The complete **Perfect Pool Limited Warranty & Returns Policy (Rev. 1.3)**, including coverage terms, exclusions, arbitration rights, and consumer protections under the **Magnuson-Moss Warranty Act (15 U.S.C. §2301 et seq.)**, is available at: [www.theperfectpoolco.com/legal/warranty](http://www.theperfectpoolco.com/legal/warranty).

Customers are encouraged to review the full policy prior to installation or submitting a warranty claim.

#### Refund & Return Disclosure:

Returns are accepted only for unused, unopened products within 30 days of delivery, subject to the terms of the Limited Warranty & Returns Policy. Consumers retain their rights under state law, and this return policy does not limit those rights.

### Q 5. Replacement shipping?

Ground shipping covered within continental U.S.; expedited or international at customer cost.

### Q 6. Is the warranty transferable if I sell my pool?

No. Coverage applies to the original purchaser only.

## 10 | CONTACT INFORMATION

### Customer Support

- **Phone:** (800) 941-3340
- **Email:** [info@theperfectpoolco.com](mailto:info@theperfectpoolco.com)
- **Website:** [www.theperfectpoolco.com](http://www.theperfectpoolco.com)
- **Business Hours:** Monday – Friday 9 AM – 6 PM (EST)

### Mailing Address

Perfect Pool Inc.  
44729 Morley Drive  
Clinton Township, MI 48038 USA

## 11 | TROUBLESHOOTING QUICK REFERENCE

Issue	Possible Cause	Recommended Solution
Pool not inflating fully	Low pump output / valve leak	Re-check valve seal and pump hose fit; inflate to 8-10 PSI.
Cloudy water	Poor filtration / chemical imbalance	Clean filter, test pH (7.2–7.6), shock treat.
Algae growth	Low chlorine / high phosphates	Brush walls, shock treat, add Perfect Algaecide.
Small leak found	Puncture / abrasion	Use Perfect Repair Kit; if on seam, contact support.
Pump not priming	Air in line / dirty filter	Check hose connections and rinse filter media.

## 12 | MANUFACTURER DISCLAIMER

Perfect Pool Inc. continuously improves its products and may change designs, materials, or specifications without prior notice.

All information herein is accurate at the time of publication (2025–2026 Edition).

Customers should always refer to the latest care and warranty guide available on our website.

Warranty coverage is subject to the terms set forth in the Perfect Pool Warranty and Returns Policy.

Perfect Pool Inc. assumes no liability for improper installation, maintenance, or use contrary to safety instructions, including misuse of the pool cover or failure to follow all cover-related warnings and limitations.

### THANK YOU FOR CHOOSING PERFECT POOL

By joining the **Pool Revolution**, you've chosen durability, simplicity, and unmatched craftsmanship. Enjoy years of backyard memories and know that our team stands behind you every splash of the way.

**Perfect Pool – Built Different. Built to Last.**

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**This Customer FAQ & Care Guide is intended for informational and educational purposes only and is not a substitute for the official Owner's Manual or Limited Warranty.**

Perfect Pool, Inc. | 44729 Morley Drive, Clinton Township, MI 48038 | (800) 941-3340 | [info@thepoolco.com](mailto:info@thepoolco.com)

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