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FREQUENTLY ASKED QUESTIONS BY CONSUMERS

LINERS

Q - How can I get a refund?

A - Swimline is the manufacturer of your liner. You did not buy your liner directly from us. Please go back to point of sale.

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Q - What is a unibead liner?

A - A unibead liner is a 2 in 1 liner. Gives customer option to use the liner as a beaded liner which requires a bead receiver or as a J-Hook liner which just hooks onto the wall of pool.

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Q - Which side of a plain blue liner goes up facing the water, smooth shiny side or dull textured side?

A - There is no wrong or right way, it is up to customer preference. We suggest shiny side up for the textured side tends to collect more dirt and debris.

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Q - Is the flap where the seam is suppose to be up or down?

A - Depending on which side you install (shiny or dull), the flap may be facing up. This flap can be trimmed and must be done very carefully for if it is cut during trimming the warranty will be voided.

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Q - Why do I have grass growing through the bottom of the liner and is this covered under warranty?

A - This is not covered under warranty. The earth underneath the pool liner was not properly taken care of before installation, thus causing sharp blades of grass to grow beneath the liner surface and poke through. Weed killer can be used but must be checked to make sure that it will not affect the liner in any way.

Q – How can I find a leak in my liner?

A – Take some food coloring and go to where you think there might be a leak, if so the food coloring will be drawn to it.

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Q – Why do I have too much or too little left over when installing a beaded or unibead liner?

A – We suggest you center the liner as well as possible and insert the bead at 4 points first.
For example:

 North, South, East and West ends of the pool.
Then insert the bead in between these points to get the best possible fit.

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Q – Do all rectangular liners have 90-degree corners?

A – Yes, radius corners can be made when specified.

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Q – How many pieces of coping strips do I need?

A – Multiply pool size by 3.14, round it up and divide by 2, this equals number of pieces needed.

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Q – How much of a cove should I have?

A – There should be a 4-5 inch cove.

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Q – How are the liner seams put together?

A – They are heat-sealed.

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Q – What is the wall depth of a beaded/unibead liner?

A – 48" measures 43 in. and a 52" measures 45 ½ in. This is material only not including beading.

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Q – How can I purchase a cover saver?

A – We do not sell direct, but can buy from any local dealer that carries it.

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Q – What is the lowest temperature to install a liner?

A – 60 degrees for a beaded liner and 50 degrees for an overlap liner.

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Q- When replacing a liner through our Swimline warranty, how much is it to upgrade?

A – Upgrade pricing is as follows:
Change pattern - \$50.00
Change thickness - \$60.00
Change pattern & thickness - \$75.00

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Q – What is the measurement on an overlap liner?

A – An overlap measures 53.5” and is used for both a 48” and 52” wall.

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Q – What gauge or mil is a Swimline liner?

A - Swimline does not market liners as gauge or mil. Dealers and distributors use these terms for marketing purposes only and are not true measurements of thickness. Our liners are the 2000 series or the Perma 25 series (which is heavier than the 2000 series and the heaviest we make). All of Swimline patterns and styles are comparable to the thickness of all liners in the industry.

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Q: Why doesn't my liner fit?

A: To determine why your liner is too small or doesn't fit properly, review the following:

- (a) Is it too cold. Vinyl will shrink and stiffen when the temperature is below 65 degrees. The sun will soften the vinyl making it easier to pack folds and wrinkles.
- (b) Your pool is out of round.
- (c) There should be two inches of sand or Styrofoam under the pool liner with an eight inch cove along the inside of the pool wall. Do not use coarse sand.
- (d) The pool may not be level.
- (e) The liner may have been installed unevenly. Verify that the bottom seam of the liner is centered in the pool. The liner may be pulled to one side.

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