

# Bestway®



# STEEL PRO™ & POWER STEEL™ FRAME POOLS OWNER'S MANUAL

Email: [info@bestway-northamerica.com](mailto:info@bestway-northamerica.com)

[www.bestway-global.com](http://www.bestway-global.com)

[www.bestway-service.com](http://www.bestway-service.com)

THIS PRODUCT IS COMPLIANT TO ANSI/ APSP 4 AMERICAN NATIONAL STANDARD FOR ABOVEGROUND POOLS / ONGROUND RESIDENTIAL SWIMMING POOLS & INTERNATIONAL SWIMMING POOL & SPA CODE (ISpsc)

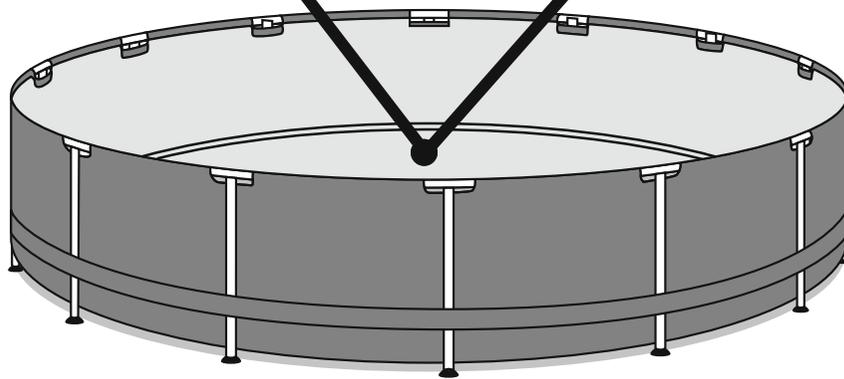
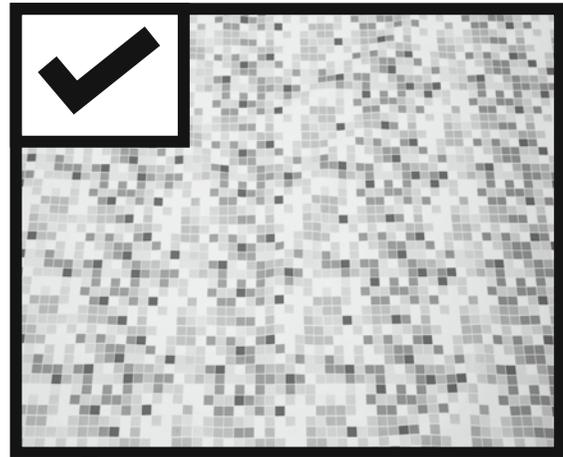
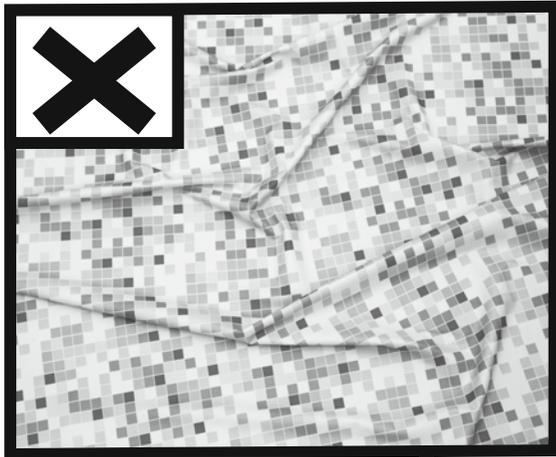


P-S-003855



## WARNING

smooth out the bottom



Put 1 in. to 2 in. water in the pool to cover the floor. Once pool floor is slightly covered, gently smooth out all wrinkles. Start in the center of the pool and work your way clockwise to the outside.

# WARNING



Only for outdoor use.  
 Teach your children to swim.  
 Never dive, jump, or slide into the pool.  
 Adult supervision is always required.  
 Parents should learn CPR.  
 Never swim alone.  
 Keep all electrical radios, speakers and other appliances away from the swimming pool.  
 When you touch the filter, pump, or electrical parts, be sure the ground under your feet is "Bone Dry."  
 All electrical outlets should have a GFCI and connections should be a minimum of 5 feet (1.52 m) from the outside perimeter of the wall of the pool. From 5–10 feet (1.52–3.05 m), there should be either a fixed connection (outlet box) or twistlock connection with a GFCI.  
 Connect power cords to a 3-wire grounding-type outlet only.  
 Keep all breakable objects out of the pool area.  
 Alcohol consumption and pool activities do not mix. Never allow anyone to swim, dive or slide under the influence of alcohol or drugs.  
 Severe electrical shock could result if you install your pump or filter on a deck. The pump or filter could fall into the water, causing severe shock or electrocution. Do not install on a deck or other surface at, above, or slightly below the top rail of the pool.  
 Do not use the pool during severe weather conditions, i.e. electrical storms, tornadoes, etc.  
 Be aware of overhead power lines when vacuuming your pool or using a telescoping pole.  
 Do not allow diving, climbing, sitting, or standing on the top rails of the pools.  
 Do not allow roughhousing and horseplay.  
 Do not engage in extended breath holding activities underwater; you may black out and drown.  
 Install a pool ladder(s) or staircase for entry and exit from the pool.  
 Keep deck clean and clear of objects that may create a tripping hazard.  
 Check regularly for signs of wear or loose bolts that could make the deck unsafe.  
 Instruct pool users about the proper use of all pool ladder(s) and staircases.  
 Face ladder going up or down.  
 Allow only one person at a time on the ladder.  
 Check all nuts and bolts regularly to ensure that the ladder stays sturdy.  
 Remove or secure the ladder to prevent entry to pool when not in use.  
 Please contact pool site dealer or manufacturer for additional safety signs if deemed necessary.  
 For pool service, select a certified pool professional.

Any equipment connected to the circulation systems shall be positioned so as to prevent their being used as a means of access to the pool by young children.  
 The installation must comply with the codes of the authority having jurisdiction and may require permits for building, plumbing electrical, zoning, etc.  
 The pool shall be located a minimum distance of 6ft. (1.83 m) from any electrical receptacle.  
 All 125 volt, 15 and 20 ampere receptacles located within 20ft. (6.0 m) of the pool shall be protected by a ground fault circuit interrupter (GFCI). The 20 ft. (6 m) distance is measured via the shortest straight line distance the supply cord would follow without piercing a floor, wall, ceiling, doorway, window, or other permanent barrier.

Prior to use of the pool, the installer shall affix all no diving signs and safety signs in accordance with installation instructions so they can be easily visible.  
 A barrier is necessary to provide protection against potential drowning and near drowning and that barriers are not a substitute for the constant supervision of children.  
 A list of emergency telephone numbers shall be posted, such as the nearest available police, fire, ambulance, and/or rescue unit. These numbers are to be kept near the telephone that is closest to the pool.  
 Toys, chairs, tables, or similar objects that a young child could climb shall be at least 4 feet (1219 mm) from the pool.  
 If deck is used by the installer, it will need to comply with APSP-8.  
 Basic lifesaving equipment, including one of the following, shall be on hand at all times: a. A light, strong, rigid pole (shepherd's crook) not less than 12 ft. (3.66 m) long. b. A minimum ¼ in. (6 mm) diameter rope as long as 1½ times the maximum width of the pool or 50 feet (15.24 m), whichever is less, which has been firmly attached to a Coast Guard-approved ring buoy, or a similarly approved flotation devices.  
 The swimming pool cover is not designated as a safety barrier.

Please use artificial lighting during nighttime pool use, to illuminate all safety signs, ladders, steps, deck surfaces and walks.  
 The pool is subject to wear and deterioration. If not maintained properly, certain types of excessive or accelerated deterioration can lead to failure of the pool structure that might release large quantities of water that could cause bodily harm and property damage.  
 The bottom of the pool shall be visible at all times from the outside perimeter of the pool.  
 The installer of the vinyl liner shall affix on the original or replacement liner, or on the pool structure, all safety signs in accordance with the manufacturer's instructions.  
 If you have a filter pump, refer to the pump's manual for instructions.  
 The ladder shall be located on a solid base and the ladder shall be installed per the ladder's instructions.  
 Publications are available that describe the risk of drowning, entrapment, and diving accidents. Available publications related to pool safety include the Association of Pool and Spa Professionals' (APSP) booklets entitled: The Sensible Way to Enjoy Your Aboveground/Onground Swimming Pool, Children Aren't Waterproof, Pool and Spa Emergency Procedures for Infants and Children, Layers of Protection, and the latest published edition of ANSI/APSP-8 Model Barrier Code for Residential Swimming Pools, Spas, and Hot Tubs.

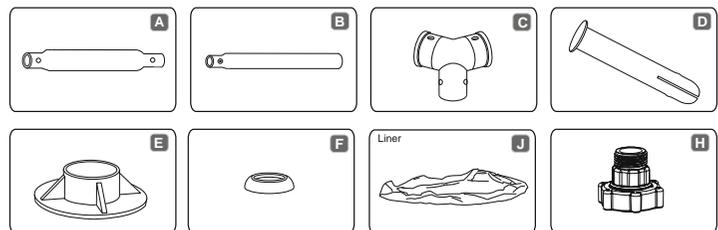
For further safety tips check out the following websites:  
[www.homesafetycouncil.org](http://www.homesafetycouncil.org)  
<http://www.safety-council.org/info/child/water.html>  
[www.safekids.org](http://www.safekids.org)  
[www.nspi.org](http://www.nspi.org)

### Please read carefully and keep for future reference

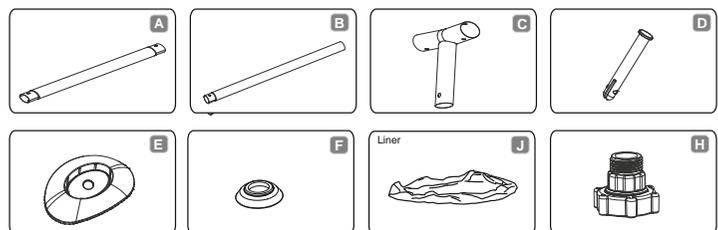
Installation usually takes approximately 20 minutes with 2-3 people excluding earthworks and filling.  
 (For 14ft. x 42in. / 4.27m x 1.07m, 14ft. x 48in. / 4.27m x 1.22m, 15ft. x 42in. / 4.57m x 1.07m, 15ft. x 48in. / 4.57m x 1.22m, 16ft. x 48in. / 4.88m x 1.22m pools.)  
 Installation usually takes approximately 30 minutes with 2-3 people excluding earthworks and filling.  
 (Except for 14ft. x 42in. / 4.27m x 1.07m, 14ft. x 48in. / 4.27m x 1.22m, 15ft. x 42in. / 4.57m x 1.07m, 15ft. x 48in. / 4.57m x 1.22m, 16ft. x 48in. / 4.88m x 1.22m pools.)

### Part descriptions.

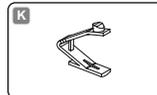
#### STEEL PRO™ Frame Pool



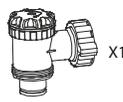
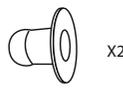
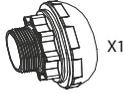
#### POWER STEEL™ Frame Pool



Below drawing may not reflect actual product, please refer to part list



Below parts for 16ft. x 48in. / 18ft. x 48in. / 18ft. x 52in. / 20ft. x 48in. / 22ft. x 52in. / 24ft. x 52in. / 26ft. x 52in. size of pool

 X1	 X2	 X1
Control Valve #P6D510	Stopper #F4D018B-02(blue) #F4H018B-02(grey) #F4A018B-02(white)	Pool inlet Strainer #P61317

Not for 16ft. x 48in. / 18ft. x 48in. / 18ft. x 52in. / 20ft. x 48in. / 22ft. x 52in. / 24ft. x 52in. / 26ft. x 52in. size of pool

For all size of pool

 X3	
Stopper #F4D018B-02(blue) #F4H018B-02(grey) #F4A018B-02(white)	Heavy-duty repair patch

**STEEL PRO™ Frame Pool**

**Dimension: 14ft. x 42in.**

Part N.	Description	Part code	QTY/SET
	Complete Structure	P2A082Q16	
A	Top Rail	P61029	14
B	Vertical Pool Leg	P61034	14
C	T-connector	P61035	14
D	Pin	P61007	30
E	Footing	P61005	14
F	Pin Gasket	P61028	30
J	Pool Liner	13769ASS16	1
H	Hose Adaptor	F4D019B-03B	1
K	Spring-loaded Pin	P61006	

**Dimension: 15ft. x 42in.**

Part N.	Description	Part code	QTY/SET
	Complete Structure	P2A081Q16(01)	
A	Top Rail	P61029	15
B	Vertical Pool Leg	P61034	15
C	T-connector	P61035	15
D	Pin	P61007	32
E	Footing	P61005	15
F	Pin Gasket	P61028	32
J	Pool Liner	56490ASS16	1
H	Hose Adaptor	F4D019B-03B	1
K	Spring-loaded Pin	P61006	

**Dimension: 15ft. x 48in.**

Part N.	Description	Part code	QTY/SET
	Complete Structure	P2A027Q15	
A	Top Rail	P61029	15
B	Vertical Pool Leg	P61416	15
C	T-connector	P61412	15
D	Pin	P61007	32
E	Footing	P61005	15
F	Pin Gasket	P61028	32
J	Pool Liner	56439ASS16	1
H	Hose Adaptor	F4D019B-03B	1
K	Spring-loaded Pin	P61006	

**Dimension: 18ft. x 48in.**

Part N.	Description	Part code	QTY/SET
	Complete Structure	P2A028Q16(01)	
A	Top Rail	P61029	18
B	Vertical Pool Leg	P61417	18
C	T-connector	P61413	18
D	Pin	P61007	38
E	Footing	P61030	18
F	Pin Gasket	P61028	38
J	Pool Liner	56463ASS16	1
H	Hose Adaptor	F4D019B-03B	1
K	Spring-loaded Pin	P61031	

**POWER STEEL™ Frame Pool**

**Dimension: 14ft. x 48in.**

Part N.	Description	Part code	QTY/SET
	Complete Structure	P2116	
A	Top Rail	P61126	14
B	Vertical Pool Leg	P61127	14
C	T-connector	P61128	14
D	Pin	P61110	30
E	Footing	P61129	14
F	Pin Gasket	P61111	30
J	Pool Liner (Grey/brown)	56443ASS16/56485ASS16	1
H	Hose Adaptor	F4H019B-03B	1
K	Spring-loaded Pin	P61109	

**Dimension: 18ft. x 52in.**

Part N.	Description	Part code	QTY/SET
	Complete Structure	P2121	
A	Top Rail	P61130	18
B	Vertical Pool Leg	P61131	18
C	T-connector	P61096	18
D	Pin	P61110	38
E	Footing	P61134	18
F	Pin Gasket	P61111	38
J	Pool Liner	56459ASS16	1
H	Hose Adaptor	F4H019B-03B	1
K	Spring-loaded Pin	P61132	

**Dimension: 16ft. x 48in.**

Part N.	Description	Part code	QTY/SET
	Complete Structure	P2117(01)	
A	Top Rail	P61345	16
B	Vertical Pool Leg	P61346	16
C	T-connector	P61347	16
D	Pin	P61349	34
E	Footing	P61348	16
F	Pin Gasket	P61339	34
J	Pool Liner	56453ASS16	1
H	Hose Adaptor	F4H019B-03B	1
K	Spring-loaded Pin	P61340	

**Dimension: 20ft. x 48in.**

Part N.	Description	Part code	QTY/SET
	Complete Structure	P2123	
A	Top Rail	P61345	20
B	Vertical Pool Leg	P61352	20
C	T-connector	P61354	20
D	Pin	P61349	42
E	Footing	P61348	20
F	Pin Gasket	P61339	42
J	Pool Liner	56388ASS16	1
H	Hose Adaptor	F4H019B-03B	1
K	Spring-loaded Pin	P61350	

**Dimension: 22ft. x 52in.**

Part N.	Description	Part code	QTY/SET
	Complete Structure	P2125	
A	Top Rail	P61345	22
B	Vertical Pool Leg	P61352	22
C	T-connector	P61355	22
D	Pin	P61349	46
E	Footing	P61348	22
F	Pin Gasket	P61339	46
J	Pool Liner	56392ASS16	1
H	Hose Adaptor	F4H019B-03B	1
K	Spring-loaded Pin	P61350	

**Dimension: 24ft. x 52in.**

Part N.	Description	Part code	QTY/SET
	Complete Structure	P2127	
A	Top Rail	P61345	24
B	Vertical Pool Leg	P61352	24
C	T-connector	P61355	24
D	Pin	P61349	50
E	Footing	P61348	24
F	Pin Gasket	P61339	50
J	Pool Liner	56394ASS16	1
H	Hose Adaptor	F4H019B-03B	1
K	Spring-loaded Pin	P61350	

## CHOOSE THE CORRECT LOCATION

**NOTE:** The pool must be set up on a completely flat and level surface. Please do not install the pool if the surface is inclined or sloped.

### Correct conditions to set up the pool:

- The selected location has to be capable of uniformly supporting the weight for the entire time the pool is installed, moreover the location must be flat and must be cleared of all objects and debris including stones and twigs.
- We recommend positioning the pool away from any objects children could use to climb into the pool.

**NOTE:** Position the pool near an adequate drainage system to deal with overflow or to discharge the pool.

### Incorrect conditions to set up the pool:

- On uneven ground the pool may collapse causing serious personal injury and/or damage to personal property and will void the warranty and prevent any service claims.
- Sand should not be used to create a level base; the ground must be dug out if necessary.
- Directly under overhead power lines or trees. Be sure the location does not contain underground utility pipes, lines or cables of any kind.
- Do not set up the pool on driveways, decks, platforms, gravel or asphalt surfaces. The selected location should be firm enough to withstand the pressure of the water; Mud, sand, soft / loose soil or tar are not suitable.
- Grass or other vegetation under the pool will die and may cause odors and slime to develop, therefore we recommend removing all grass from the selected pool location.
- Avoid areas prone to aggressive plant and weed species that may grow through the ground cloth or liner.

**NOTE:** Check with your local city council for by-laws relating to fencing, barriers, lighting and safety requirements and ensure you comply with all laws.

**NOTE:** If have a filter pump, refer to the pump's manual for instructions.

**NOTE:** The ladder must match the pool size and should to be used only for entering and exiting the pool. It is forbidden to exceed the permitted payload of the ladder. Check regularly if the ladder is properly assembled.

## Installation

Bestway Inflatables will not be responsible for damage caused to the pool due to mishandling or failure to follow these instructions.

1. Lay out all parts and check that you have the correct quantities as listed in the components list. If you are missing any part do not assemble the pool, contact Bestway Customers Service.
2. Spread out the pool and make sure the pool is right side up, let it sit exposed to direct sunlight for 1 hour or more so that the pool is more flexible during set up.
3. Place the pool near an adequate drainage system to deal with overflow water and ensure the pool's inlet A and outlet B are correctly positioned to allow your filter pump to connect to a power source.

**Note:** Do not use extension power cords to power your pump.

**ATTENTION:** Do not drag the pool on the ground, this can damage the pool.

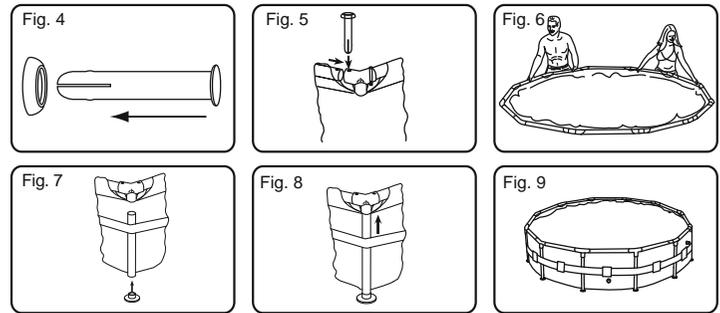
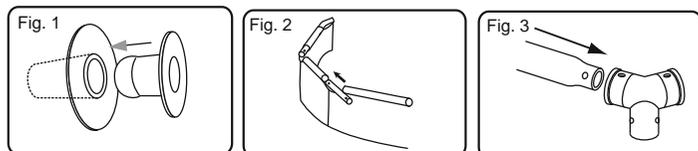
4. Insert the stopper plugs into inlet A and outlet B on the wall from the inside of the pool (See Fig.1).

**NOTE:** For 16ft. x 48in. (4.88m x 1.22m), 18ft. x 48in. (5.49m x 1.22m), 18ft. x 52in. (5.49m x 1.32m), 20ft. x 48in. (6.10m x 1.22m), 22ft. x 52in. (6.71m x 1.32m), 24ft. x 52in. (7.32m x 1.32m), 26ft. x 52in. (7.93m x 1.32m) pools, please refer to the connection valve installation on following page.

5. Insert top rail (A) into the pole pockets at the top of the pool. (See Fig.2)
6. Connect top rail (A) with T-Connector (C) at each of corner and insert pins (D) into gasket (F) first and then into pre-drilled holes of the frame.

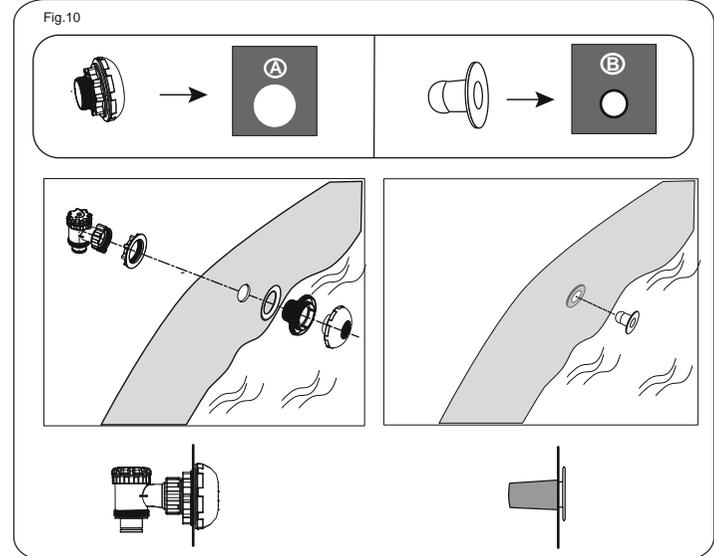
**NOTE:** The gasket cups should face downwards to prevent water leaking into the top rails. (See Fig.3,4,5)

7. Repeat steps 5 and 6 until all top rails (A) are connected with T-Connectors (C) and the top frame is set up. For ease of assembly slightly raise the last 2 rails to an inverted v shape and insert into the last T-Connectors (C). Slowly lower until fully connected taking care not to pinch your fingers. (See Fig.6)
8. Attach all footings (E) to the bottom of the vertical pool legs (B). (See Fig.7)
9. Put all vertical pool legs (B) inside the pool wall band. Connect vertical pool leg (B) into the bottom of the T-Connector (C). Make sure the vertical pool leg (B) has the spring loaded pins at the top when connecting the T-Connector (C). (See Fig.8)
10. Pull the frame from different directions to ensure all rails, pool legs and connectors are firmly jointed. (See Fig.9)
11. Ensure drain valve is firmly closed. Smooth out the bottom.
12. Put 1" to 2" (2.5cm to 5cm) water in the pool to cover the floor. Once pool floor is slightly covered, gently smooth out all wrinkles. Start in the center of the pool and work your way clockwise to the outside.



## Connection Valve Assembly

For 16ft. x 48in. (4.88m x 1.22m), 18ft. x 48in. (5.49m x 1.22m), 18ft. x 52in. (5.49m x 1.32m), 20ft. x 48in. (6.10m x 1.22m), 22ft. x 52in. (6.71m x 1.32m), 24ft. x 52in. (7.32m x 1.32m) pool model (See Fig.10)



## Filling Pool with Water

**ATTENTION:** Do not leave pool unattended while filling with water.

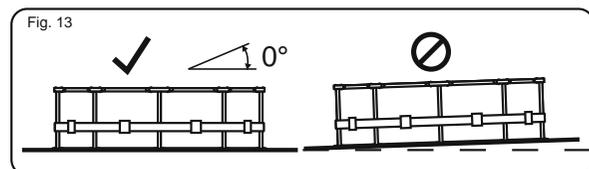
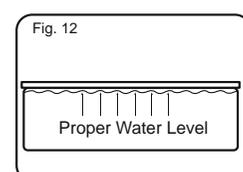
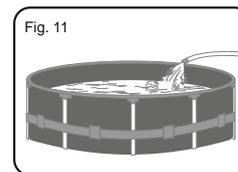
1. Fill pool until water capacity is 90%. DO NOT OVERFILL as this could cause the pool to collapse. In times of heavy rainfall you may need to empty some of the water to ensure the level is correct. (See Fig. 11.12)
2. When filling the pool is completed, check that the water is not collecting on any side to ensure the pool is level.

**IMPORTANT:** If pool is not level, drain water and re-level ground by digging out (See Fig. 13). Never attempt to move the pool with water in it, serious personal injury or damage to the pool may result.

**WARNING:** Your pool may contain a great deal of pressure. If your pool has any bulge or uneven side then the pool is not level, the sides may burst and the water may discharge suddenly causing serious personal injury and/or damage to property.

3. Check pool for any leaks at valves or seams, check ground cloth for any evident water loss. Do not add chemicals until this has been done.

**NOTE:** In the event of a leak, patch your pool using the Heavy-duty repair patch provided. Refer to the FAQ's for further information.



**NOTE:** Drawings for illustration purpose only. May not reflect actual product. Not to scale.

## Pool Maintenance

If you do not adhere to the maintenance guidelines below, your health might be at risk, especially that of your children.

**IMPORTANT:** If you don't respect the ideal values of the water chemicals the PVC can be damaged and become discolored.

The following table lists the sequence of the tests that should be carried out for the ideal values and possible actions. Regularly check the pH value and chlorine concentration weekly and adjust to the ideal values.

TEST	IDEAL VALUES
pH value	7.4– 7.6
Cyanuric acid	30 – 50 ppm
Free chlorine	2 – 4 ppm
Chlorine compound	0
Algae	None visible
Calcium hardness	200 – 400 ppm

To keep your pool clean:

1. Contact your local pool supply shop for advice and purchase of chemicals and pH kits. One of the most important factors to increase the life of the liner is to keep continuously clean and healthy water. Please strictly follow the instructions from professional technicians for the water treatment through the use of chemicals.
2. Locate a bucket of water next to pool to clean users' feet before entering pool.
3. Cover the pool when not in use.
4. Skim pool regularly to avoid settled dirt.
5. Check and wash the filter cartridge regularly.
6. Gently clean any scum from below the top ring with a clean cloth.
7. Please be careful in case of rain water, kindly check that the water level is not higher than the expected. If so, YOU HAVE TO DISCHARGE THE EXCESS WATER.

**Proper maintenance can maximize the life of your pool.**

During the season of use of the swimming pool, the filtration system must be necessarily put into service every day, enough time to assure at least a complete renewal of the volume of water.

**ATTENTION:** Do not use pump when pool is in use.

During the season of use of the swimming pool, the filtration system must be necessarily put into service every day, enough for a long time to assure at least a complete renewal of the volume of water.

## Repair

Check pool for any leaks from valves or seams, check the ground cloth for any evident water loss. Do not add chemicals until this has been done.

**NOTE:** In the event of a leak, patch your pool using the Heavy-duty repair patch provided. Refer to the FAQs for further information.

## Dismantling

1. Unscrew the drain valve cap on the outside of the pool counter clockwise and remove.
2. Connect the adaptor to the hose and put the other end of the hose in the area where you are going to drain your pool. (Check local regulations for drainage by-laws).
3. Screw control ring of the hose adaptor clockwise onto the drain valve. The drain valve will be open and water will start to drain automatically.

**ATTENTION:** Water flow can be controlled with the control ring.

4. When draining is finished, unscrew the control ring to close the valve.
5. Disconnect the hose.
6. Screw the cap back onto the drain valve.
7. Air dry pool.

**ATTENTION:** Do not leave the drained pool outside.

## Storage and Winterization

1. Please remove all the accessories and spare parts of the pool and store them clean and dry.
2. Once pool is completely dry, sprinkle with talcum powder to prevent pool from sticking together, fold pool carefully. If pool is not completely dry, mold may result and will damage the pool liner.
3. Store liner and accessories in a dry place with a moderate temperature between 5°C / 41°F and 38°C / 100°F.
4. During the rainy season, pool and accessories should be stored as per above instructions also.
5. Improper draining of the pool might cause serious personal injury and/or damage to personal property.
6. We strongly recommend the pool is disassembled during the off season (winter months). Store in a dry location out of children's reach.

## Frequently Asked Questions

### 1. What is a suitable base for the Frame Set pool?

Almost any completely flat, solid, level surface can be used. Do not use sand as a leveling material as it is prone to shifting under the pool. The ground should be dug

out until it is perfectly level. Do not set up on driveways, decks, platforms, gravel or asphalt. The ground should be firm enough to withstand the weight and pressure of the water: mud, sand, soft / loose soil or tar are not suitable. A concrete base can be used but care should be taken not to drag the pool across the surface as abrasions could tear the liner. If the pool is to be set up on a lawn, it is recommended that the grass is removed from where the pool will sit as it will die and may cause odors / slime. Certain types of hardy grass can grow through the liner as can aggressive bushes / plants by the side of the pool. Ensure adjacent vegetation is cut back where necessary. Use of a ground cloth assists in protecting the base of the pool.

### 2. How will I know if my pool is set up on unlevelled ground?

If your pool appears to be bulging on one side it is not set up on level ground. It is important that you empty your pool and move the pool to a level site. If the pool is not on level ground it will place undue stress on the seams and could result in the seams bursting which will cause flooding, property damage and potentially personal injury or death.

Fill your pool following the instructions in the owner's manual carefully. This will ensure that you do not waste water and the pool can be moved easily so that the ground can be leveled at an appropriate time and not after you have completely filled it with water.

### 3. Can I have my pool filled by a water service?

We recommend using a garden hose under low pressure for filling your pool. If it is necessary to use a water delivery service, it is best to fill the pool with one inch of water by hose and smooth wrinkles first. Use a water service that is able to regulate the flow of water to prevent damage. Ensure you stop at each step as noted in the instruction manual to ensure your pool is level. Bestway will not be held responsible for pools damaged or weakened by water delivery services.

### 4. What is the maximum fill height of the pool?

Fill pool until water capacity is 90% up to the bottom of the top rail of the pool. Never attempt to fill your pool beyond the base of the rail. We recommend leaving extra room to account for water displacement when occupants are inside the pool. You may have to top up the water during the season which has been lost through evaporation or normal use.

### 5. My pool is leaking, what do I do to fix it?

The pool does not need to be emptied to fix any holes. Self-adhesive underwater repair patches can be purchased at your local pool / hardware store. For external use, use the repair patch provided. For internal holes, clean the hole on the inside of the pool to wipe off any oils and algae. Cut a circle large enough to cover the hole and apply the patch securely onto the side in the water. Cut a second patch and apply to the outside of the pool for extra strength. If the hole is in the base of the pool use one patch only and weigh it down with a heavy object while it bonds. If you have patched the pool when it is empty we recommend you leave it at least 12 hours before filling.

### 6. Where can I buy filter cartridges and how often should I change them?

Filter cartridges to fit your filter pump should be available from the store where you purchased your pool. If not, most mass retailers sell filter cartridges as an accessory. If you are unable to obtain replacements please call our toll-free number and we will assist you in finding a source local to you. The cartridges should be changed every 2 weeks dependent upon use of the pool. Check the filter on a weekly basis and clean by hosing down any debris and particles.

**Note:** Ensure your pump is disconnected from the electrical supply before checking the filter cartridge. You can also visit our website [www.bestway-service.com](http://www.bestway-service.com) for cartridge purchase.

### 7. How many times a year should I change the water?

This is dependant on the amount of use the pool receives, and the attention paid to covering the pool and keeping chemicals properly balanced. If maintained correctly the water should last a full summer season. Please contact your local pool chemical supplier for detailed information regarding chemicals, they will be able to advise you how to best maintain the cleanliness of your water.

### 8. Do I need to take my pool down for the winter?

Yes, Above-ground pools may collapse under the weight of ice and snow and the PVC walls will be damaged. We recommend taking the pool down when temperatures fall below 8°C / 45°F. The pool should be stored indoors in a moderate temperature between 5°C / 41°F and 38°C / 100°F. Please store away from chemicals and rodents and out of the reach of children.

### 9. My pool is fading – why is that?

Excessive use of chemicals can cause the color of the inside of the liner to fade; this is similar to a swimsuit fading over time from repeated contact with chlorinated water.

### 10. How many years will the pool last?

There is no set time limit for the pool to last; following the instructions in the owner's manual and with proper care, maintenance and storage you can considerably increase the life of your pool. Improper set-up, use or care can result in failure of the pool.

### 11. Do you recommend the use of a filter pump with a Bestway pool?

Absolutely! We strongly recommend you use a filter pump which will maintain the cleanliness of the water.

### 12. Which are the most important functions of my filter pump?

The most important function of a filter pump is the elimination of every sort of impurity from the water with the aid of a filter cartridge and chemical products for its sterilization.

For more information and detailed video installation instructions, please visit our website at <http://www.bestway-service.com>

# Limited BESTWAY® Manufacturer's Warranty

The product you have purchased comes with a limited warranty. Bestway® stands behind our quality guarantee and assures, through a replacement warranty, your product will be free from manufacturer's defects that result in leaks.

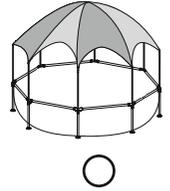
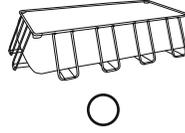
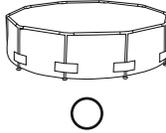
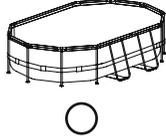
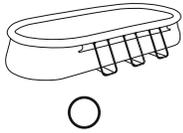
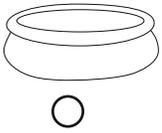
If a manufacturer defect is found within:

90 days from the original date of purchase

Please contact your Bestway After Sales Center before sending any documents. They will provide full instructions of what is needed for your claim. Bestway® is not responsible for economic loss due to water or chemical costs, and will not replace any products deemed to have been damaged due to negligence or having been used outside of the owner's manual guidelines. To enact a warranty claim, this form must be completed and supplied with a copy of your purchase receipt and photos of the defects to the Bestway After Sales Center. Bestway's warranty covers manufacturing defects discovered while unpacking the product or during use, as recommended within the user manual. This warranty applies only to products which must not have been modified by any 3rd parties. The product must be stored and handled in accordance with the technical recommendations. If a product is deemed to be defective by Bestway®, the warranty covers the repair or replacement of the defective part only. Replacements and repairs don't extend the duration of warranty.

The original receipt/purchase invoice is required and will determine the start and the end dates of the warranty.

Please choose the type of your pool:



PLEASE HAVE THE FOLLOWING INFORMATION ON HAND BEFORE CALLING OUR AFTER SALES SERVICE CENTER:

Name: \_\_\_\_\_ Telephone: \_\_\_\_\_

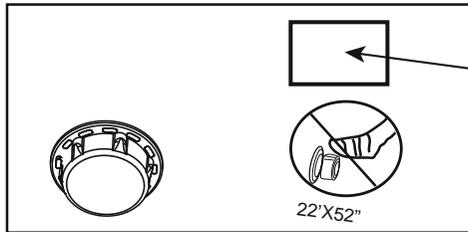
Address: \_\_\_\_\_ Mobile: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Fax: \_\_\_\_\_

Zip/Postal Code: \_\_\_\_\_ Country: US  Canada  E-mail: \_\_\_\_\_

ORIGINAL RECEIPT PURCHASE DATE: \_\_\_\_\_ RETAILER: \_\_\_\_\_

POOL ITEM CODE: \_\_\_\_\_ BATCH NUMBER: \_\_\_\_\_



Item Code

Batch Number

Description of problem

Item tears / Leaking

Faulty welding

Faulty upper ring

Faulty drain valve

Others, please describe

Missing part - Please use the code for the missing part, this can be found in the owner's manual.

Bestway does not warranty items which have been subject to:

- Improper or abnormal use
- Failure to follow the instructions as provided by Bestway
- Negligence
- Commercial use
- Accident
- Vandalism
- Terrorist Activity
- Improper use of chemicals
- Exposure to extreme weather conditions
- Negligence during pool set-up or disassembly
- Damages beyond Bestway's control, and acts of nature (force majeure)

This warranty is void if any unauthorized repair, change or modification has been made to any part of the equipment.

This product is designed in accordance with standards for a specific use. Any modifications or transformations greater than that indicated by the manufacturer could result in serious risks for the user and will void the warranty.

**IMPORTANT: ONLY THE DAMAGED PART WILL BE REPLACED, NOT THE COMPLETE SET.**

**Bestway reserves the right to request photographic evidence of defective parts, or to require the return of the item for additional testing.**

**IN ORDER TO BETTER ASSIST YOU, WE REQUEST THAT ALL INFORMATION PROVIDED IS COMPLETE.**

Bestway (USA) Inc.

Tel: 1-855-838-3888 Fax: 1-480-838-1888

info@bestway-northamerica.com

FOR FAQ, MANUALS, VIDEOS OR SPARE PARTS, PLEASE VISIT OUR WEBSITE [WWW.BESTWAY-SERVICE.COM](http://WWW.BESTWAY-SERVICE.COM).

VIDEOS ARE ALSO AVAILABLE ON OUR BESTWAY CHANNEL ON YOU TUBE: <http://youtube.com/user/BestwayService>.

**Bestway®**



# Authorized Service Centers

## Albania

Phone: (+355) 682003429  
Fax: (+386) 056621203  
E-mail: servis@bestway.si

## Argentina

Phone: (+54) 1159843871  
E-mail: argentina@bestway-southamerica.com

## Australia

Phone: (+61) 290371388  
Fax: (+61) 297379423  
E-mail: aftersales@bestway-australia.com

## Austria

Phone: (+43) 720882434  
Fax: (+43) 720882435  
E-mail: austria@bestway-service.com

## Belgium

Phone: 0 800 20 132  
Fax: (+32) 026104411  
E-mail: belgiumservice@bestway-europe.com

## Bosnia

Phone: (+387) 039670935  
Fax: (+386) 056621203  
E-mail: servis@bestway.si

## Brasil

Phone: 0800 001 8400  
E-mail: sac@bestway-brazil.com

## Bulgaria

Phone: (+359) 879012892  
Fax: (+359) 29250232  
E-mail: bulgaria@bestway-service.com

## Canada

Phone: 1 855 838 3888  
Fax: 1 480 838 1888  
E-mail: info@bestway-northamerica.com

## Chile

Phone: (+56) 2232036438  
E-mail: postventa@bestway-southamerica.com

## Colombia

Phone: (+57) 13441717  
E-mail: colombia@bestway-southamerica.com

## Croatia

Phone: (+385) 0997930168  
Fax: (+386) 056621203  
E-mail: servis@bestway.si

## Cyprus

Phone: (+357) 22 426803  
(+357) 22 423824  
Fax: (+357) 22 495137  
E-mail: cyprus@bestway-service.com

## Czech Republic

Phone: (+420) 0387020573  
E-mail: pomocservis@bestway-service.com

## Denmark

Phone: (+45) 33321019  
Fax: (+45) 33321036  
E-mail: denmark@bestway-service.com

## Finland

Phone: (+358) 504104403  
E-mail: finland@bestway-service.com

## France

Phone: 0892707709 (0,34 TTC/MINUTE)  
Fax: (+33) 0489069991  
E-mail: sav@bestway-france.com

## Germany

Phone: (+49) 6946001281  
Fax: (+49) 6946001282  
E-mail: kundendienst@bestway-europe.com

## Greece

Phone: 00.800.391.275.300  
Fax: (+39) 0291390361  
E-mail: ipostirixis@bestway-service.com

## Hungary

Phone: (+36) 0640204624  
E-mail: hungary@bestway-service.com

## Iceland

Phone: (+46) 8 506 691 90  
Fax: (+46) 506 690 99  
E-mail: sweden@bestway-service.com

## Ireland

Phone: 8006120457  
Fax: (+44) 01626835736  
E-mail: aftersales@bestway-uk.com

## Italy

Phone: (+39) 0236265839  
Fax: (+39) 0291390361  
E-mail: assistenza@bestway-europe.com

## Macedonia

Phone: (+389) 032386235  
Fax: (+386) 056621203  
E-mail: servis@bestway.si

## Malta

Phone: (+356) 27438201/21499101  
Fax: (+356) 21496206  
E-mail: info@model-toys.com

## Mexico

Phone: (+52) 5541693920  
Fax: (+52) 8183463416  
E-mail: info@bestway-mexico.mx

## Moldova

Phone: (+373) 68535552  
E-mail: Moldova@bestway-service.com

## Netherlands

Phone: 8002378929  
Fax: (+31) 887878969  
E-mail: dutchservice@bestway-europe.com

## New Zealand

Phone: 0800 142 101  
E-mail: aftersales@bestway-australia.com

## Norway

Phone: (+47) 22650122  
Fax: (+47) 22721127  
E-mail: norway@bestway-service.com

## Peru

Phone: (+51) 17089795  
E-mail: peru@bestway-southamerica.com

## Poland

Phone: (+48) 327505320 / 322326040  
Fax: (+48) 327505330  
E-mail: servis@bestway-service.com

## Portugal

Phone: (+351) 707506692  
Fax: (+34) 902602705  
E-mail: sac@bestwayiberica.com

## Romania

Phone: (+40) 212525354 / 213362858  
Fax: (+40) 212525353 / 213362854  
E-mail: suportclienti@bestway-service.com

## Russia (Россия)

Phone: +7 (495) 978-90-88  
E-mail: info@bestway-service.ru

## Serbia and Montenegro

Phone: (+381) 0656644962  
(+386) 056621206  
Fax: (+386) 056621203  
E-mail: servis@bestway.si

## Slovak Republic

Phone: (+421) 0415078833  
Fax: (+421) 0415078808  
E-mail: pomocservis@bestway-service.com

## Slovenia

Phone: (+386) 056621206  
Fax: (+386) 056621203  
E-mail: servis@bestway.si

## South Africa

Phone: (+27)-21-5771401  
Toll-Free: 0800 224 881  
Fax: (+27)-21-5774400  
E-mail: sales@seagullindustries.co.za

## Spain

Phone: (+34) 902351045  
Fax: (+34) 902602705  
E-mail: sac@bestwayiberica.com

## Sweden

Phone: (+46) 8 506 691 90  
Fax: (+46) 506 690 99  
E-mail: sweden@bestway-service.com

## Switzerland

Phone: (+41)(0)719290000  
Fax: (+41)(0)719290090  
E-mail: switzerland@bestway-service.com

## Turkey

Phone: (+90) 02126444600  
Fax: (+90) 02125550224  
E-mail: teknikservis@bestway-service.com  
bestway@feyzaticaret.com

## Ukraine

Phone: (+38) 0577597227  
(+38) 0677033206  
E-mail: service@bestway-ukraine.com.ua

## United Kingdom

Phone: 08455760116  
Fax: (+44) 01626835736  
E-mail: aftersales@bestway-uk.com

## USA

Phone: 1 855 838 3888  
Fax: 1 480 838 1888  
E-mail: info@bestway-northamerica.com