1

BLUE HAVEN POOLS SOUTH PTY LTD 

68 HUME HIGHWAY, LANSVALE

02 9728 0444

ABN: 78 133 909 369

Date: 07/03/2024

FORMAL NOTICE MOSAIC WATERLINE TILES

SITE ADDRESS: 111 YARRAWONGA PARK ROAD

REFERENCE NUMBER: 23N7519

CUSTOMER NAME: BRETT CAMPBELL & JANELL DIGGELMAN

You have confirmed your intent to complete the swimming pool interior without a mosaic waterline tile band.

The Interior Pebbling is designed to be underwater and not exposed to the natural elements. By installing mosaic waterline tiles, any exposure of the pebble to the natural elements is eliminated (when the correct water and chemical levels are maintained), thus protecting and preserving the interior.

Major Issues know to directly affect a pool interior lining

 Staining of the pebble lining around the waterline

 Exposure of the pebble interior to the natural elements (wind, rain,

heat, sun) which can lead to natural erosion of the pebble

 Hairline cracks and chips

FORMAL NOTICE: MOSAIC WATERLINE TILES 

2

Your Obligations - Interior Lining

Landscaping:

Prior to interior lining application of any type of interior lining (ie. pebble or glass beads or tiled), ensure that all areas surrounding the pool are sealed off to avoid loose soils, dirt, vegetation or mud to leak, drain into or enter the freshly lined pool or body of water. It is recommended that all surrounding areas be cleaned / landscaped prior to lining the pool to avoid brown spots and staining contaminates.

Landscaping works could be laying grass, pebbles, gradient slope away from the pool, pavers etc.

Inspection at time of Handover:

It is the Customers obligation to inspect the pool shell at time of handover and earmark any surface staining. If no staining is reported it is assumed there is none present and the surface will remain under the responsibility of the Customer.

Loss of Warranty Benefits when:

 Staining of the interior is caused by a failure to correctly maintain the pool, including maintains the correct chemical balance and failure to install waterline tiles.

 water used to fill the pool from hose or tanker causes staining

 Failure to diligently remove stagnant water, rainwater, rubble, metal, leaf tannins, rubble, vegetation and external matter or runoff during the construction period prior to handover

 After Handover, failure to scrub pool walls with regular brushing to prevent calcium build up or diligence to follow material manufacturers care recommendations

FORMAL NOTICE: MOSAIC WATERLINE TILES 

3

Other Comments / Notes by Builder (Blue Haven Pools):

Installation of mosaic waterline tiles was included as part of the Stage 2 Pool Finishes Quotation as standard and has been removed at the request of the owner for not wanting to proceed with this scope.

The owner has been made aware of the loss of warranty benefits both verbally (at consultations onsite and at Blue Haven Pools Showroom) and in writing (by quotation and this formal notice)

At the owner’s request, The Installation of Waterline tiles can be re instated into the contract inclusions for a $2000.00 labour fee. The supply of mosaic tiles, glue and grout are not included in this fee.

Example of Waterline Tiles:



FORMAL NOTICE: MOSAIC WATERLINE TILES 

4

Additional Sources of Information:

https://bluehaven.com.au/pages/warranty/

You can learn more about pool maintenance and loss of warranty benefits on our website. Link has been provided above.

https://bluehaven.com.au/guides-insights/fact-sheets/

We have an amazing Fact Sheet Library online where you can learn more about pool finishes, do’s and don’ts and making selections. The link has been provided above.

Construction / Finishes Contract

Your construction or Finishes contract outlines owner and builder responsibilities, contract terms, and scope of works.

FORMAL NOTICE: MOSAIC WATERLINE TILES 