

VIP Solutions, LLC



Phone: 800-726-8620 / 701-293-9175

Fax: 701-297-9702

3309 Fiechtner Dr, unit 3, Fargo, ND, 58103

Email: info@aquatrek2.com

Comments and Suggestions for Safe and Convenient Use:

- 1. *** Use a floating Barrier along the side of the unit to create a “No Crossing Zone” *****
- 2. Place the ladder or step system next to the pool wall so that people cannot get between the ladder and the pool wall.**
3. Do not move the bottom of any access product from side to side while it is secure on the pool deck. This will put undue pressure on the platform. The result will be broken components and will render your product useless.
4. Be sure that the platform is resting uniformly on the pool deck. If it teeters or is in a bind after the unit is installed, the platform is not properly fit to pool deck. Use plastic shims and place under the edge of the platform in the appropriate place.
5. Products are designed for use by one person at a time. Do not exceed 550 pounds on any access product at one time.
6. Do not use any access product unless it is anchored to the deck.
7. Ladder legs may need to be trimmed for an accurate fit to pool height. Use a hacksaw or carpenter saw to trim the legs to desired length. Remember to add 1-1/4 inches to the measurements so that they will fit inside pipe fittings.
8. Keep your new AquaTrek Ladder clean. Use an industrial strength cleaner to clean your ladder every month. The solution known as CLR (Calcium, Lime, Rust) or Lime-A-Way are recommended cleaners. Keeping your new AquaTrek Ladder clean will preserve the plastic and add years to its life.

Additional Notes for Modified Units:

If you have a modified platform, you may need to custom cut any leg extensions to fit your pool. You might also have a U-bracket to clear specific deck configurations.

Product Warranty:

VIP Solutions, LLC warrants each Pool Access System and every part thereof to be free from any defect of workmanship or material for a period of one (1) year after delivery. During that one-year warranty time, VIP Solutions, LLC shall replace or repair any defective part free of charge to the purchaser, when defective part is returned to VIP Solutions, LLC. Transportation is prepaid by the purchaser. The warranty referred to above is the only warranty applicable to the equipment. It is expressly in lieu of any warranties or conditions otherwise implied by law including, but not limited to, implied warranties or merchantability or fitness for a particular purpose, the remedies under such warranty shall be the only remedies available to buyers or any other person. Manufacturer shall not be liable for loss of use of the equipment, loss of time, inconvenience or other consequential damage.

Terms and Conditions:

All products are shipped prepaid F.O.B. our shipping point. Prices subject to change without notice. Deliveries subject to availability. Back orders may become necessary from time to time. Payment requires ½ down with order, the other ½ within 30 days. Balance due prior to shipping. Some deck and gutter systems require special modifications and a charge may be added to the cost of your Ladder or Step system. Shipping & Handling: Rates may apply to shipments within the Continental U.S. only. Call our customer service line at (800) 726-8620 for rates outside the U.S.

Please Remit All Warranty Claims or Questions to:

CALL CUSTOMER SERVICE: 800-726-8620 or E-MAIL US: info@aquatrek2.com

MAIL US: VIP Solutions, LLC @ 3309 Fiechtner Drive Unit 3, Fargo, ND 58103

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Product Return & Cancellation Policy

Custom Orders & Returns

Custom orders such as; steps, ladders, ramps are NON-Returnable, as each custom order has been specifically made to meet specific measurements & requirements. Therefore it can not be resold.

Wheelchair orders can be returned within 7 days of receipt, in their original packaging & in unused condition. A restocking fee of 30% of the cost, providing the product is in unused condition & in same packaging undamaged. The restocking fee can be reduced if a different chair is being ordered than the one originally purchased.

The client is responsible for returning the item(s) via insured shipment to VIP Solutions,LLC.

Credit issued will not reflect original shipping & insurance charges. We reserve the right to not accept a return & may require a restocking fee or repair fee if the item is damaged or used.

While our policies are firm for obvious reasons, we will do everything we can to work with you & make sure your experience with us a positive one.

Please notify VIP Solutions,LLC by phone or email before the return.

Order Cancellations

If a customer makes an error in their order, the likelihood of a chargeback increases if the order is not canceled within a reasonable time period of 1-2 weeks prior to product fabrication, as each order is custom made from specs sent by the customer.

You must contact customer support by phone or email

800-726-8620 / or 701-293-9175 email- info@aquatrek2.com

Every effort will be made to accommodate the cancellation of the order providing it has not already been built or shipped.

When canceling an order please provide your name & the PO number & contact info.

Please note: if the item has shipped the order cannot be canceled.

You can request to return the item for refund on wheelchairs only and a restocking fee is applied.