



FOR THE  
**HOMEOWNER**

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**CARE & MAINTENANCE**



PLEASE PASS TO THE HOMEOWNER



# THANK YOU

## FOR CHOOSING A HIDE PRODUCT

HIDE products are designed for durability and safety. However, there are a few important points to remember when:

- having a HIDE product installed; and
- using and maintaining a HIDE product

This manual explains the best practise to:

- ensure your product is installed correctly
- ensure safe HIDE use practises
- ensure correct care and maintenance of your HIDE product

Remember - misuse, unsafe practises or incorrect procedures may void the HIDE warranty.

Please read this manual in conjunction with the HIDE warranty document enclosed within, and store both in a safe place for future reference.

If you have any queries, please refer to the detailed information on our website or contact us via your preferred method.

# SAFETY FIRST



## BAN LITTLE FINGERS

**NEVER** allow children to operate the HIDE Safety Key or the lid itself. This is a job for adults!



## KEEP THEM SEPARATED

**NEVER** leave the HIDE Safety Key in the Lid for any reason. The key is not specified or designed to remain in the lid.



## TURN OFF FIRST

**NEVER** open a skimmer with the pump running.



## WAIT TO ACCESS

**REMOVE** the lid *completely* before accessing the uncovered recess.



## NO WEIGHT BEARING

**DO NOT** carry the lid with the Safety Key. This may damage the key.



## CHILD SAFETY

**DO NOT** leave nearby children unattended while the lid is removed.



## PROTECT FINGERS

**ENSURE** fingers/toes are not under the lid when lowering.



## SAFE STORAGE

**ALWAYS** return the Safety Key to a child safe, secure stored location.

# CARE & MAINTENANCE

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**WARNING! DO NOT ALLOW ACID OR CHEMICAL WASH SOLUTIONS TO CONTACT THE HIDE PRODUCT.**



## BEWARE OF ACID + CHEMICAL WASHING

Pool owners may look at professional acid washing if their pool is suffering from algae build-up and water discolouration. Similarly, home owners may look to clean their outdoor pavers or tiles with a chemical wash. If embarking on either option, please be aware that the **HIDE lid should not come into contact with any acid or chemical washing solutions.**

Chemical contact with most pool and paving cleaning solutions will rapidly affect the surface finish of the stainless steel HIDE components. The resulting rust will damage the lid inlay, and potentially the structural integrity of the HIDE lid itself. **Alternatives are available in the form of "Green Acid Replacement."**



## GENERAL CARE

It's a good idea to regularly open your HIDE product and check for and **remove any leaf-litter or debris** which may have gathered inside the HIDE Edge Protector. If not removed, the debris may cause the HIDE lid to become loose or to sit unevenly.

Check regularly to ensure the HIDE product is fitting well, and is sitting evenly in its recessed area.



## REMOVING "TEA STAINING"

Occasionally you might notice some cosmetic discolouration on the stainless steel components of the HIDE product, often known as "tea-staining". Although HIDE lids are made of 316L marine grade stainless steel, within water environments it's normal for visible surface rusting to occur. The issue, if treated whenever noticed, will not affect the structural performance of the HIDE product.

Typically the tea-staining will form on the underside of the HIDE lid where residues and salt deposits gather. **To clean, all you need is a stainless steel scourer, soapy water and a little elbow grease.** Just be sure to use the scourer parallel to the grain direction of the HIDE lid. Rinse thoroughly when done.

**Please be aware** that if the surface staining is allowed to build up over time, possible rust bleeding may leach onto the HIDE lid inlay or surrounding paving. This is not a fault of the lid and is completely avoidable with occasional cleaning. If allowed to occur over a prolonged period, the leaching may not be able to be removed.

Please note that rain washing is not sufficient in most applications.

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# INSTALLATION

## ALWAYS USE A LICENSED CONTRACTOR!

Skimmer Lids Pty Limited is not an installer of HIDE products.

A Skimmer Lids Pty Ltd warranty applies only if the HIDE product has been professionally installed by a licensed, and suitably experienced contractor eg a licensed tiler.

Please be mindful that Skimmer Lids Pty Ltd is not accountable for:

- installation faults;
- DIY installation, or installation by an unapproved person/s;
- incorrect use of adhesives;
- damage caused by incorrect installation; and/or

- failure to comply with the Contractor Installation Instructions enclosed in the HIDE kit (or accessible online).

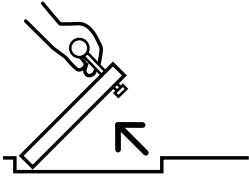
Skimmer Lids Pty Ltd recommends that you ask your licensed contractor to read the HIDE Kit Contractor Installation Instructions thoroughly prior to commencing. Please also request your contractor follow the Installation Instructions fully when completing the installation.

If the HIDE Kit Contractor Installation Instructions are not available, please visit our website and navigate to the Installation page to download a copy of the relevant instructions. Alternatively, please email us for an electronic copy.

## SINGLE KEY

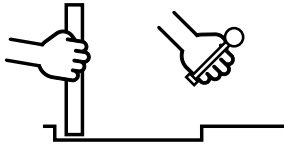
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# OPENING A HIDE LID



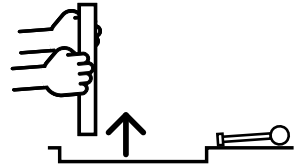
STEP 1

**INSERT** the Safety Key and turn to 90° so it locks onto the back of the lid. Pull the key upwards to lift the lid edge to a 90° position.



STEP 2

**HOLD** the raised edge of the HIDE lid firmly in one hand. Release the Safety Key and set aside.



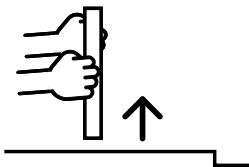
STEP 3

**GRIP** the HIDE lid with your other hand, and lift with both hands until completely free. Gently set down the lid to the side, away from the opening.

## SINGLE KEY

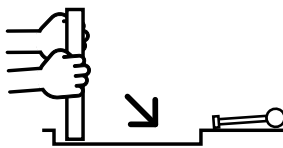
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# CLOSING A HIDE LID



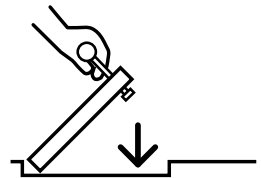
STEP 1

**SET** the Safety Key within easy reach. Using both hands, grip the HIDE lid on either side and raise upwards.



STEP 2

**LOWER** the HIDE lid at a 90° position, so the side without the key slot is inserted first. Hold the HIDE lid in position with one hand at the side of the lid.

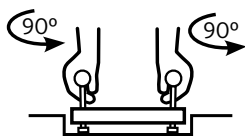


STEP 3

**INSERT** the Safety Key while holding the HIDE lid in position. Move your supporting hand away and gently lower the raised edge using the Safety Key.

## DOUBLE KEY

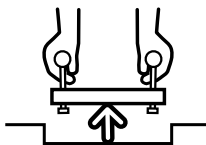
# OPENING A HIDE LID



STEP 1

**INSERT** the Safety Keys and turn to 90° so they lock onto the back of the lid.

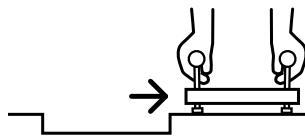
Make sure the keys remain at 90° in the locked position.



STEP 2

**LIFT** the lid vertically, just enough to clear the recess with a steady grip on both keys.

Make sure the keys remain at 90° in the locked position.



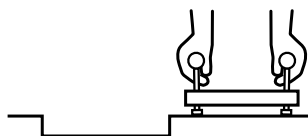
STEP 3

**SET ASIDE.** Set the lid safely aside the recess. Do not carry the lid at a height.

Make sure the keys remain at 90° in the locked position.

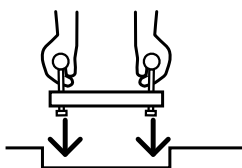
## DOUBLE KEY

# CLOSING A HIDE LID



STEP 1

**LIFT** the lid by gripping each key while at 90° in the locked position.



STEP 2

**POSITION** the lid above the recess frame and lower down vertically.

Make sure the keys remain at 90° in the locked position.



STEP 3

**REMOVE** both keys and store away from children.



# WARRANTY

## Skimmer Lids Pty Ltd Product Quality Guarantee

You have purchased a quality product from Skimmer Lids Pty Limited ABN 52 169 398 636 ("Skimmer Lids").

Skimmer Lids products come with warranties that cannot be excluded under Consumer Laws. The consumer is entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. The consumer is also entitled to have the goods repaired or replaced if the goods fail to meet acceptable quality and the failure does not amount to a major failure.

Benefits provided to the consumer by this Warranty are in addition to other rights and remedies available to the consumer under the law.

### Skimmer Lids guarantees the products:

- ARE OF MERCHANTABLE QUALITY - The products will be of a level of quality and performance that it is reasonable to expect having regard to price and description.
- CORRESPOND TO THE DESCRIPTIONS - Samples and displays reflect products that would ordinarily be made available for sale.
- ARE FIT FOR PURPOSE – Skimmer Lid products are designed for the use detailed and depicted on its websites [skimmerlids.com.au](http://skimmerlids.com.au) and [skimmercovers.com](http://skimmercovers.com), in its marketing material and in the guidelines (Home Owners Manual and Contractor Installation Instructions) initially supplied with these products.
- ARE FREE FROM DEFECTS - In workmanship and materials for the Warranty Period. If the product fails during normal and proper use within the Warranty Period, Skimmer Lids will repair or replace the defective parts of the product, or the product itself, with new or reconditioned parts or products that are functionally equivalent or superior to those originally supplied. The scope of this Warranty is limited to replacement of defective product. It does not extend to collateral damage of any kind.

### 1. The Warranty:

- Applies only if the product/s purchased were newly manufactured on the date of purchase.
- Commences from the date of purchase as listed on the Customers/Representatives' invoice; please keep the original purchase invoice and this Warranty document for future service request;
- Applies to products, which include QUAD and HIDE branded Inlay Lids, Edge Protectors and Safety Keys

for a period of ten years following correct and proper installation by a licensed and appropriate contractor;

- Applies only to items purchased from authorised Skimmer Lids Pty Ltd Representative;
- Applies only to the original purchaser and cannot be transferred;
- Is void when the products are not used in conjunction with the instructions and guidelines provided by Skimmer Lids on its websites [skimmerlids.com.au](http://skimmerlids.com.au) and [skimmercovers.com](http://skimmercovers.com) and initially supplied with these products (Home Owners Manual and Contractor Installation Instructions).
- Does not cover labour costs associated with the removal, repair or return shipping on a defective product, or the installation of a replacement product.
- Does not cover injury to persons, damage to property, loss of income, profit or business or any other indirect loss arising from or caused in any way by a defective product.

### 2. Product Identification:

- Skimmer Lids reserves the right to reject claims for any services or work where the Customer requesting such work or services from Skimmer Lids and/or its Representatives cannot produce for verification the proof of purchase as per original purchase invoice.

### 3. Customer Responsibility:

When installing the product:

- Ensure a professional, suitably experienced licensed contractor (e.g. licensed tiler) is engaged to install the new product.
- Ensure that on the date of installation, a copy of the applicable installation instructions is readily available for the approved contractor. The products are packaged with Contractor Installation Instructions, and they can be accessed on websites [skimmerlids.com.au](http://skimmerlids.com.au) or [skimmercovers.com](http://skimmercovers.com) - navigate to the Installation page.

When using the product:

- Read the Home Owners Manual first, as supplied with these products. Use the product only according to the Manual.
- Regularly care and maintain the product according to the Home Owners Manual and the guidelines listed on websites [skimmerlids.com.au](http://skimmerlids.com.au) or [skimmercovers.com](http://skimmercovers.com)
- If a Home Owners Manual is not available with your product, or is misplaced, a copy should be downloaded from websites [skimmerlids.com.au](http://skimmerlids.com.au) or [skimmercovers.com](http://skimmercovers.com) and kept in secure storage.

Ensure you practice safe use at all times. The Warranty will be void, and Skimmer Lids Pty Ltd will not be liable for any costs or damages:

- If the product is removed manually.
- If the product is operated by a child or children. The product is designed for adult operation only.
- If the Safety Key is not kept out of reach from children at all times, stored in a secure, childproof place and returned to safe storage after use.
- If the Safety Key is used to carry/transport the product.
- If the Safety Key is left in the key-way. The key is not specified or designed to remain in the lid.
- If a device other than the Safety Key is used to operate the lid.

#### **4. What is covered by this Warranty:**

- The product is covered for faulty workmanship on components or faulty materials that have failed under normal use which are contained within the product.
- Skimmer Lids and/or its Representatives will decide if there are any defects in the material and/or workmanship.
- This Warranty is only applicable for repairs/replacement on declared equipment.

#### **5. What is not covered by this Warranty (excluded):**

- Any damage or failure:
  - i. Due to the product being inadequately or incorrectly serviced or maintained as described in the Home Owners Manual and on websites [skimmerlids.com.au](http://skimmerlids.com.au) and [skimmercovers.com](http://skimmercovers.com);
  - ii. Resulting from environmental conditions including and not limited to dirt, dust, vermin, insects, rust, corrosion, salt build-up, on any part of the product;
  - iii. Resulting from excessive use "fair wear and tear";
  - iv. Resulting from poor or incorrect installation including and not limited to positioning and connection to a peripheral device such as plumbing and drainage, or incompatibility of connected equipment;
  - v. Resulting from installation by an unlicensed, unqualified or unsuitable person;
  - vi. Where Skimmer Lids reasonably considers that there has been excessive or abnormal use of the product;
  - vii. If a product is removed manually;
  - viii. If a product has been dismantled, repaired or serviced by a non-authorized person/contractor, or where the product is altered or modified in any way unless the modification has been approved in writing by Skimmer Lids Pty Ltd;
  - ix. Caused by power surges or spikes, including and not limited to, mains power, or to other unspecified sources, incorrect power current, voltage fluctuation, amperage fluctuation, rust or corrosion;
  - x. If the Safety Key is used to carry or transport the lid;
  - xi. If a device other the Safety Key is used to access the products;
  - xii. (Accidental or other) that is cosmetic, meaning damage that does not impact the operation

and functioning of the product, such as without limitation to rust, "tea-staining", oxidation, change in colour, texture or finish, wear and tear, gradual deterioration;

- xiii. Resulting from use outside of the operation or storage parameters or environment detailed in the Home Owner's Manual and on websites [skimmerlids.com.au](http://skimmerlids.com.au) and [skimmercovers.com](http://skimmercovers.com);
- xiv. Caused by contamination with hazardous substances or radiation, which includes acid and/or chemical washing solutions used for the cleaning of pool and outdoor areas;
- xv. Of unknown cause, caused by any other event, willful act, default or omission outside Skimmer Lids' control.

#### **6. The Warranty Ceases if: -**

- The product is sold at an auction, online or otherwise;
- The product is operated by a child or children. The product is designed for adult operation only;
- The Safety Key is not kept out of reach from children at all times, stored in a secure, childproof place and returned to safe storage after use;
- The Safety Key is left in the key-way. The key is not specified or designed to remain in the lid;
- There is failure to pay monies owing on invoices for the Skimmer Lids product; or
- There is continued use of the product for a significant period of time after any defect becomes apparent, or would have become apparent to a reasonably prudent operator or user.

#### **7. Further information:**

- Neither Skimmer Lids nor its Representatives provide loan equipment under the terms of this warranty.
- Replacement items are "Like for like" and is not "new for old" and does not indicate in any way that a faulty product will be replaced with a new part or unit. "Like for like" may either be a quality checked (QC) refurbished or reconditioned unit of the same or equivalent model, size, specifications or features.
- Skimmer Lids accepts no liability for items that are lost, damaged, or stolen as a result of freight, transport or storage. If you are required to transport the product to an authorized service center, you must ensure that it is securely packed and insured.
- On Public Holidays or other periods when regular business and wholesale operations are temporarily ceased, repairer availability and Warranty response times may extend beyond the standard response times due to the availability of repairers and parts. In respect of all claims, Skimmer Lids Pty Ltd shall not be liable to compensate the purchaser or a Representative for any delay in either replacing or repairing the workmanship or the product, or in properly assessing the original claim.

#### **8. Making a Warranty claim:**

To make a claim:

- Contact Skimmer Lids by telephone on +61 7 3807 2551; [admin@skimmerlids.com.au](mailto:admin@skimmerlids.com.au) or

# WARRANTY

## CONTINUED

- Visit your retailer (place of purchase) and lodge the claim personally with retail staff; or
- Contact your installation contractor (if purchased through them) and lodge the claim personally; or
- Visit Skimmer Lids and lodge the claim personally with our staff.
- Arrange for the product to be delivered to Skimmer Lids (at your own expense); or
- Request that Skimmer Lids arrange to collect the product from you (This applies only if the product is covered under the Warranty. Skimmer Lids will bear this cost); or
- Return the product personally to Skimmer Lids.

When lodging a claim, please provide a full description of the product, the reason for the claim and proof of original purchase.

You will need to present your receipt as proof of purchase in order to make a claim under the Warranty. You can do this by:

- Emailing a copy of the receipt to ([admin@skimmerlids.com.au](mailto:admin@skimmerlids.com.au)); or
- Including a copy of the receipt with the product if it is delivered to Skimmer Lids for repair; or
- Providing a copy to Skimmer Lids staff if you return the product personally.

Once you have lodged a claim, we will ask you to return the product. To return the product:

- Return to your retailer (place of purchase); or
- Return to your installation contractor (if purchased through them); or

We will then assess the claim and notify you whether it is covered under the Warranty. The decision whether to repair or replace a product is at our sole discretion unless there is a "major failure" as defined in Consumer Laws.

If the claim is approved, we will deliver the repaired or replaced product back to you at our own cost. You will need to provide us with your contact details so that we can return the product to you.

If the claim is rejected and we determine the product is not covered under the Warranty, we will deliver the product back to you at your expense. If your claim is not covered, Skimmer Lids will offer to repair the product at your expense.

**For more information please contact Skimmer Lids on +61 7 3807 2551 or email [admin@skimmerlids.com.au](mailto:admin@skimmerlids.com.au)**

**HQ:** Unit 3/26 Octal Street, Yatala, Qld, 4207 Australia

**P:** (07) 3807 2551



### AUSTRALIA

**M:** 0427 270 560

**E:** [admin@skimmerlids.com.au](mailto:admin@skimmerlids.com.au)

**W:** [skimmerlids.com.au](http://skimmerlids.com.au)

### INTERNATIONAL

**M:** +61 438 075 641

**E:** [sales@skimmerlids.com.au](mailto:sales@skimmerlids.com.au)

**W:** [skimmercovers.com](http://skimmercovers.com)

PROUDLY MANUFACTURED BY:

**SKIMMER LIDS** PTY LTD



@hideskimmerlids

### Protected By International Patents

The skimmer box cover - frame, lid and key product contained herein is covered by Int. Appln PCT/AU2018/000149  
The skimmer box cover - frame and lid product contained herein is covered by U.S. Design Patent Appln. No. 29/663,823

**For further information**

Please contact us for any query. We're happy to chat!