

## 100 Year TuffBase™ & TuffFrame™ - Warranty

Spa Industries Global warrants the base and frame against defects in materials and workmanship for a period of 100 years from the original delivery date of the spa.

## 10-Year Shell Structure - Warranty

Spa Industries Global warrants the structure of the shell against defects in workmanship and materials specifically covering any leaks from the spa shell due to structural integrity for a period of 10 years from the original delivery date of the spa.

## 5-Year Shell Acrylic - Warranty

Spa Industries Global warrants against the loss of water through the acrylic shell of the spa for a period of 5 years from the original delivery date of the spa. This warranty specifically covers the spa shell surface, and the repair method is at the discretion of Spa Industries Global.

## 7-Year Jet - Warranty

Spa Industries Global warrants the spa jets to be free of manufacturing defects in materials and workmanship for a period of 7 years from the original delivery date of the spa. This warranty excludes damage caused by grit, sand and improper water chemistry causing corrosion of the parts. Any leaks from jets are covered by our plumbing warranty please refer to that section. After 1 year this warranty is limited to the supply of replacement parts and excludes all labour.

## 7-Year Plumbing - Warranty

Spa Industries Global warrants the plumbing piping and all plumbing joints against any defects in materials and workmanship for a period of 7 years from the original delivery date of the spa. After 1 year this warranty is limited to the supply of replacement parts and excludes all labour.

## 7-Year Heater - Warranty

Spa Industries Global warrants the heater element against any defects in materials and workmanship for a period of 7 years from the original delivery date of the spa. This warranty excludes damage caused by incorrect water chemistry causing corrosion of the parts. After 1 year this warranty is limited to the supply of replacement parts and excludes all labour.

## 7-Year Pump - Warranty

Spa Industries Global warrants the water pumps against any defects in materials and workmanship for a period of 7 years from the original delivery date of the spa. This warranty excludes damage caused by improper water chemistry causing corrosion of the parts. After 1 year this warranty is limited to the supply of replacement parts and excludes all labour.

## 7-Year Electronic Components - Warranty

Spa Industries Global warrants the electronic control box against any defects in materials and workmanship for a period of 7 years from the original delivery date of the spa. After 1 year this warranty is limited to the supply of replacement parts and excludes all labour.

## 1-Year Air Massage Pump / Blower - Warranty

Spa Industries Global warrants the air massage pump / blower against any defects in materials and workmanship for a period of 1 year from the original delivery date of the spa. This warranty is void if the air massage pump / blower damage is caused by overfilling the spa.

## 1-Year EternaWood™ Cabinet - Warranty

Spa Industries Global warrants the EternaWood™ cabinet sections of the spa against defects in materials and workmanship for a period of 1 year from the original delivery date of the spa. This warranty specifically covers the structural integrity of the EternaWood™ cabinet and the cabinet finish is warranted to be free from defects in materials and workmanship at the time of initial delivery.

Fading and weathering of the surface will occur naturally over time and is not considered defects.

## 1-Year iSpa WIFI Connect / Stereo Systems / Touchpad / Ozone / UV / LED Lights - Warranty

Spa Industries Global warrants factory installed iSpa WIFI Connect / Stereo Systems / Ozone / UV / LED Lights against defects in materials and workmanship for a period of 1 year from the original delivery date of the spa. Please note: the UV globe is a parts only warranty.

## 1-Year External Heat Pump - Warranty

Spa Industries Global warrants the external heat pump against defects in materials and workmanship for a period of 1 year from the original delivery date of the spa. Installation needs to be carried out by a qualified contractor, failure to do so will immediately void the warranty.

## 1-Year Hardcover - Warranty

Spa Industries Global warrants the hardcover for a period of 1 year from the original delivery date of the spa. Damage to stitching, straps or locks due to improper use will not be covered under the warranty. Fading and weathering of the surface will occur naturally over time and is not considered defects.

All hardcover warranty claims are submitted to our manufacturer for assessment.

Warranty **does not** cover damage by misuse, neglect, transport, violent atmospheric conditions such as wind and hail, chemical imbalance/reaction, normal fading & minor discolouration or damage to foam core.

CHEMICAL REACTIONS can produce extreme gases which can cause rapid deterioration of your spa cover. To avoid voiding your warranty we recommend once a week removal of your spa cover for at least 1-2 hours particularly if you have an ozone spa. **Always** leave your spa cover off your spa for at least 1 hour after the addition of chemicals to your spa water.

FOAM inserts are **not** covered by this warranty. Once the product has left our premises the handling of the spa cover is beyond our control and we cannot be held liable for transport, storage or mistreatment damage

### Headrests / Filter Cartridge - Warranty

Spa Industries Global warrants the spa headrests and filter cartridge(s) against defects in materials and workmanship at the time of initial delivery.

### Electrical Connections

All electrical connections must be carried out by a qualified electrical contractor. Failure to do so will immediately void this warranty. The spa must be connected to a dedicated mains electrical supply circuit protected by a complaint earth leakage circuit breaker safety switch. Spa Industries Global reserves the right to ask for proof that the spa has been installed by a qualified electrician if any warranty claims are made.

### Warranty Exclusions

1. Damage resulting from improper water maintenance.
2. Damage from operating the spa above 40°C.
3. Damage caused by clogged filters
4. Damage caused to the spa by improper use of spa cover and excessive exposure to sunlight.
5. Acts of God.
6. Damage caused by not installing spa on sufficient hard level surface.
7. Damage caused by incorrect electrical installation, brownouts, voltage spikes or operating spa out of +/- 10% of voltage range.
8. Damage caused by relocation of the spa from its original installed location.
9. Damage caused by pests.
10. Damage caused by flooding
11. Damage caused by third party carriers.
12. Damage or corrosion to frame caused by un-repaired leaks or improper drainage.
13. Any part fitted to the spa not approved by Spa Industries Global or non-genuine Spa Industries Global products will affect the warranty of the spa.
14. Damage to the spa shell caused by excessive heat build-up due to failure to cover spa while empty of water and/or exposed to direct sunlight.
15. All warranties are not transferable.
16. Commercial use reduces all warranties to maximum of 12 months.
17. Access for Service - Your spa must be installed so as to permit easy access to the Equipment Service Panels located around the perimeter of your spa. Make certain that there are no obstructions and a clear working area of at least 500mm to all sides of the spa.

Spa Industries Global or its authorised agent will repair or replace any malfunction or defective component on the spa that is covered under the terms of this warranty and was purchased from an authorised Spa Industries Global dealer. In doing so, Spa Industries Global reserves the right, at its option, to either repair or replace the defective spa or component. If Spa Industries Global determines that the repair of the defect is not feasible, we reserve the right to instead provide a replacement spa equal in value to the original purchase price of the defective spa. In such an event, costs for removal of the defective spa, shipping costs of the replacement spa and delivery will be the responsibility of the spa owner. Spa Industries Global reserves the right to use either new or reconditioned replacement components. The servicing dealer may charge you a reasonable travel mileage fee for travel outside a 50 km radius from the place of purchase. Any repair or replacement shall provide no new warranty coverage but shall retain only the remaining portion of the original product's warranty. To obtain warranty service contact your authorised Spa Industries Global Dealer or Spa Industries Global and submit proof of purchase. If no proof of purchase, warranty will be deemed to be from the manufacturer's date. Any defective spa or component sent directly to the factory for warranty repair must be preauthorised by Spa Industries Global and must be freight prepaid. Return freight will be paid by Spa Industries Global on all warranted components and spas, excluding any spa returned that is more than 2 years after its purchase date. If the entire spa is sent to the factory for repair, all costs of removing and re-installing the spa at spa owner's location will be the responsibility of the spa owner. Repair or replacement, as described above, shall be Spa Industries Global sole liability for any breach of this warranty.

### Limitations

This limited warranty takes the place of all other warranties, express or implied, in fact or at law, including implied warranties of merchantability and fitness for a particular purpose. All warranty service must be performed by spa industries global or its authorised agent. No agent, dealer, distributor, service company or other party is authorised to change, modify or extend the terms of this limited warranty in any manner whatsoever.

### Disclaimers

Spa industries global and its authorised agents shall not be liable for any injury, loss, cost or other damage, whether incidental, consequential, special or punitive, arising out of any defect covered by this limited warranty, including without limitation, loss of use of the spa and cost for removal of defective product, even if spa industries global has been advised of the possibility of such damage. The liability of spa industries global under this limited warranty, if any, shall not exceed the original amount paid for the defective product. Coverage under this limited warranty shall commence as of the original date of purchase and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time period. These disclaimers shall be equally applicable to any service provided by spa industries global or its authorised agents.