



## Domestic

## Warranty 2024

**2 Year Structural warranty-** The Permaframe structure is warranted against a loss in integrity leading to the hot tub being inoperable.

**2 Year Shell structure-** The hot tub shell structure is warranted against defects in workmanship and materials leading to water loss for a period of 2 years.

**2 Year Acrylic warranty-** The Acrylic shell surface is warranted against blistering resulting in water loss.

**2 Year Jets warranty-** Jets are warranted to be free from defects for 2 years.

**2 Year Heater Element warranty-** warranted against failure for 2 years

**2 Year Plumbing warranty-** warranted against leaks from pipes and joints for 2 years

**2 Year Pumps warranty-** warranted against leaks or failure for 2 years

**2 Year Electronic Components warranty-** warrants electronic control system against defects in materials and workmanship for 2 years

**1 Year Thermoclad Cabinet warranty-** warrants the cabinet to be free from defects in materials and workmanship for a period of 1 year. Fading and weathering will occur naturally over time and is not considered a defect.

**1 Year Lights & Ozone-** any of these assemblies are warranted to be free from defects in materials and workmanship for a period of 1 year

**1 Year Hard Insulating Cover-** This warranty applies only to the structural integrity of the cover and the vinyl. Damaged caused to stitching, straps or locks due to improper use of the cover will not be covered.

**30 days Pillows-** are warranted to be free from defects in material or workmanship for a period of 30 days. Blistering caused by improper chemicals / balance is not covered.

**All the above are covered for both parts and labour in year 1 and parts only in year 2 from date of delivery.**

### Warranty Exclusions

- 1 Damage resulting from improper chemical balance & usage
- 2 Damaged from operating the spa above 40 degrees Celsius
- 3 Damaged caused by blocked filters
- 4 Damage to acrylic shell by improper use of spa cover or excessive exposure to sunlight
- 5 Act of God
- 6 Damage caused by not installing on a sufficiently hard level surface
- 7 Damage caused by incorrect electrical installation
- 8 Damaged caused by relocation of the hot tub from its original location
- 9 Damage caused by flooding
- 10 Damage caused by rodents and similar