

What is covered under the Warranty

This packet will explain what is and isn't covered under the duration of this warranty.

Please read through and understand the list of examples that have been provided.

All non-warranty service calls will incur a **\$100** trip fee, in addition to the cost of parts and labor.

WARRANTY LIMITATIONS AND EXCLUSIONS

This Limited Warranty applies only to spas normally used for personal, family, or household purposes. The Limited Warranty specifically excludes spas used for commercial purposes.

Warranty Limitations:

The Limited Warranty is void if the spa has been subject to, but are not limited to the following examples of common acts:

- * Improper installation (in-ground, lowered into deck, or placed on non-approved surfaces).
- * Incorrect electrical installation, power outages, electrical brown outs, voltage spikes, or operation of spa out of voltage range by more than (+) or (-) 10%.
- * Alteration: Installing aftermarket components into equipment/plumbing under the cabinet.
- * Damage to spa shell/cabinet by any persons, animal, machine, or nature.
- * Damage caused by winterizing, spas left empty, or off for prolonged periods of time during the winter.
- * Operation of spas water temperature outside of the range of 32°F and 109°F.
- * Damage caused by extreme weather conditions. (Freeze, Heat, etc.)
- * Damage caused by incorrect water level (Low, Overflow, etc.)
- * Damage caused by clogged filter cartridges. (toys, clothing, or any foreign objects.)
- * Damage caused by dirt, sand, foreign object, or calcium found in the spa or in its components.
- * Damage caused by improper levels of spa chemicals/water chemistry (bacteria, high/low levels of sanitizer, pH, calcium build up, and other excessive chemical levels).
- * Damage caused by allowing undissolved sanitizing chemicals to lie on the surface of the spa shell.
- * Damage caused by leaks not promptly reported.
- * Damage caused by direct sunlight. (Spas should always be covered when not in use).
- * Damage caused as a result of failure to follow operating instructions as defined in this owner's manual.
- * Any other cases **beyond the control of Manufacturer**

Patio Series

Manufactures are solely responsible for all warranties on products sold by **Quality Spas**. No other warranties are expressed or implied. All warranties are subject to approval by **manufacturers**. **Quality Spas** must have approval from the **manufacturer** prior to servicing your spa. **Quality Spas** is not held responsible for **manufacturers'** service disapproval.

This warranty covers all approved parts and labor for the duration, as outlined in the list below. For the first six months, the trip fee is waived. After that, a standard trip fee of **\$80** will apply to all service calls to the home.

Warranties for at the time of delivery

- Fuses
- Headrests
- Cabinet finish
- Labels
- Filters

Warranties for 1 year

- Stereo/WiFi
- Filtration system
- Cabinet workmanship defects

Warranties for 2 years

- Pumps
- Heater
- Control system
- Leaks due to defects in workmanship or materials
- Wood frame
- Jets
- Diverter/Air valves
- Led lights
- Filter lids

Warranties for 3 years

- Shell Finnish against
 - Blistering
 - Cracking
 - Delaminating

Warranties for 5 years

- Shell structural against water loss due to defects in spa shell

Escape & Swim Series

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Warranties for at the time of delivery

- Fuses
- Headrests
- Cabinet finish
- Labels
- Filters

Warranties for 1 year

- Stereo/WiFi
- Filtration system
- Cabinet workmanship defects

Warranties for 2 years

- Wood frame
- Jets
- Diverter/Air valves
- Led lights
- Filter lids

Warranties for 5 years

- Pumps
- Heater
- Control system
- Leaks due to defects in workmanship or materials

Warranties for 7 years

- Shell Finish against
 - Blistering
 - Cracking
 - Delaminating

Warranties for 10 years

- Shell structural against water loss due to defects in spa shell

Chemical safety

- **Proper levels:**
 - Low pH levels cause brittleness
 - High pH levels cause build up
 - Excessive sanitizer causes brittleness/discoloration
 - Pumps; breaking propeller, loud grinding sounds
 - Heaters; reduces heater's efficiency, triggers GFCI
 - Diverters/Jets; getting stuck, breaking, losing color
 - Shell; thin, rough texture, hazy color
- **Closing cover after adding chemicals causes**
 - Damage to the underbelly
 - Promotes irreversible swelling
 - Saturates foam causing it to become heavy
- **Some chemicals at a concentrated level can cause irritation**
 - Do not enter spa after adding
 - Shock
 - Chlorine
 - Bromine