



## Limited Warranty

### 10 YEAR STRUCTURAL WARRANTY

Spas Direct warrants the structure of the frame against defects in the workmanship and material for a period of 10 years.

### 5 YEAR ACRYLIC WARRANTY

Spas Direct warrants the Acrylic Shell against any loss of water through the acrylic shell. This is covered for a period of 5 years.

This warranty covers the surface against cracking caused by defects in workmanship. Customers are advised to always place the hard cover on the Spa when not in use. This warranty does not cover damage, blistering or discolouration to the acrylic surface caused by excessive heat or long exposure to the sun (UV).

Spas Direct recommends that you never use harsh chemicals directly on the surface of the spa as this can cause the shell to blister or crack. This will not be covered by this warranty. Customer are responsible for using the correct chemicals and ensuring that the water quality is well maintains and balanced. Spas which are subjected to chemical abuse or improper maintenance will not be covered under this warranty. weekly maintenance is require to keep the spa water well balanced. Customers are advised to only use room temperature water from their garden hose to fill the spa. Failure to do so will void this portion of the warranty.

The Surface of the Acrylic Shell is not covered by this warranty.

### 2 YEAR JET REPLACEMENT WARRANTY

Spas Direct warrants the jet faces and fittings for a period of 2 years against defects in materials and workmanship. Jet faces must be returned to your nearest Spas Direct store for inspection and replacement. This warranty is limited to the supply of parts only no labour.

### 2 YEAR PUMP AND ELECTRICAL EQUIPMENT WARRANTY

Spas Direct warrants the pump and electronic control unit against defects in workmanship and material for a period of 2 years. External Heat Pumps\*, Control Touch Pad, Air Blower, Heaters and Ozone units are limited to 1-year warranty. Sound Systems & Speakers are limited to 30 Days Warranty. Air Blowers, Sound Systems & Speakers damaged by water are not covered under this warranty.

### 2 YEAR PLUMBING WARRANTY

Spas Direct warrants all plumbing fittings and pipework against leakage for a period of 2 years.

### OTHER WARRANTIES

All other components such as jet trims and fittings, pump seals and spa covers are warranted for 1 year, replaceable items such as LED Lights, headrests, fuses and filter lids and filters are not covered unless faulty at the time of delivery.

### EXCLUSIONS TO THIS WARRANTY

Spas Direct provides Customers with a Comprehensive Warranty, however some exclusions apply.

Customers must provide full access into the property and location of spa. We will not accept any liability for Spas which are not accessible on all four sides a minimum clearance of 500mm. Removal of Decking & Fencing, damages to any Landscape Designs, Electrical Costs associated with the disconnection of the Spa and all other direct or indirect costs associated with this Warranty are a the purchasers responsibility.

Customers are responsible for the return of Spa, in the event of an off site inspection and assessment. Spas Direct is not liable for the costs associated with the return or re-delivery of the Spa.

Customer are advised to use Lockable Hard Cover when the Spa in not in use. Customer who purchase Black or Blue Acrylic Shells are advised to install their spa undercover to protect the Shell from the Suns (UV). Customers are advised to only use room temperature water from their garden hose to fill the spa.

In the event that the Spa Blisters due to the above, Customers must arrange for the return of the spa back to base for assessment and review. All costs associated are the purchasers responsibility.

### WARRANTY COVERAGE

This Warranty commences on the date of delivery/collection and covers defective components. Labour is limited for a period of 12 Months from the date of delivery/collection. Our Warranty Service is free of charge in our service zones. Our Network of Technicians means we can cover more locations than ever before, however in the event that a Technician is outside of our Service Zones a Parts Only Warranty will be offered, unless all Technicians travel costs are paid for by the Customer.

### SERVICE ZONE

The Service Zone is up to 50 kms return trip from our Base. Reasonable travel charges apply.

This warranty applies to all Spas supplied and sold by **SUNSEAL GARDEN SPAS PTY LTD / TA SPAS DIRECT** and its subsidiaries.