

TWENTY-YEAR STRUCTURAL WARRANTY

ThermoSpas warrants that the acrylic shell and fiberglass reinforcement will be free from defects that would result in a leak. This is a limited warranty providing 100% coverage for the first three (3) years, 75% for the next seven (7) years and 50% for the remaining ten (10) years. Percentage discounts are off of current pre-printed retail parts price list. Repair or replacement is at the discretion of the company.

TEN-YEAR SHELL SURFACE WARRANTY

ThermoSpas warrants that the acrylic shell surface will be free from defects that would result in cosmetic stress cracks, blistering or bubbling that results in a leak or fading of color. This is a limited warranty providing 100% coverage for the first three (3) years, 50% for the next three (3) years and 25% for the remaining four (4) years. The acrylic shell warranty includes labor (excluding delivery if required) for a period of one year (1) from time of delivery. Percentage discounts are off of current pre-printed retail parts price list. Repair or replacement is at the discretion of the company.

TEN-YEAR EQUIPMENT REPLACEMENT WARRANTY

All component parts including pumps, blowers, heaters, wall fittings, jets and plumbing are covered under warranty for ten (10) years on parts. This warranty is a limited warranty providing 100% coverage for the first (1) year, 75% for the next three (3) years, 50% for the following three (3) years and 25% for the remaining three (3) years. The equipment replacement warranty includes labor (excluding delivery if required) for a period of one year (1) from time of delivery. Percentage discounts are off of current pre-printed retail parts price list. All components listed that are determined to be defective by a factory authorized representative will be replaced.

Pump seals, filter cartridges, light bulbs, pillows, grab bars and ice bucket lids are not included in this or any other warranty, but are warranted to be free from defects in materials and workmanship at the time of delivery to the original purchaser.

TEN-YEAR ELECTRONICS NO-FAULT REPLACEMENT WARRANTY

Electric controls and computer boards are under warranty for ten (10) years on parts. This is a limited warranty providing 100% coverage for the first three (3) years, the following three (3) years will require a one hundred and fifty dollar (\$150) charge for replacement of any component and the final four (4) years will require a two hundred dollar (\$200) charge. These are the only parts that are covered within the No Fault Program. This No Fault Program provides coverage no matter what goes wrong, whether it is the result of customer abuse or an act of God. All components listed that are determined to be defective by a factory authorized representative will be replaced. The electronics warranty includes labor (excluding delivery if required) for a period of one year (1) from time of delivery.

LABOR WARRANTY

ThermoSpas provides one (1) year, in-home labor from time of delivery on the structural, shell surface, equipment replacement and electronics no-fault replacement warranties. Extended warranties are available in certain areas.

CABINET WARRANTY

All products made of ThermoBoard are warranted to maintain structural integrity for three (3) years from time of delivery. Slight fading of color is excluded from coverage. Wood cabinets, steps, planters and storage units are warranted to maintain structural integrity for a period of one (1) year from the time of delivery. Normal weathering and/or pest infestation are excluded from coverage.

ACCESSORIES WARRANTY

Hot tub covers, cover lifters, water purification systems, CD/Stereo systems and all other accessories are excluded from this warranty. They are all covered by their respective manufacturer's warranty. Ask your ThermoSpas Representative for details.

WARRANTY COVERAGE

This warranty is available only to the original purchaser, although transfer to a second party is available at a nominal cost and with certain restrictions. Please ask your ThermoSpas Representative for details. In areas where local service is not available, a reasonable travel charge may be assessed. If the spa or part thereof should require return to the manufacturer, all shipping and handling charges are the sole responsibility of the consumer/purchaser. This warranty excludes hot tubs used for commercial, club or rental purposes.

OBLIGATIONS OF USER

The consumer/purchaser must establish date of purchase by producing a dated sales slip and delivery receipt and must contact ThermoSpas regarding the malfunctions or defect within a reasonable amount of time. ThermoSpas reserves the right to inspect the malfunction or defect on location. Adequate access to hot tub and its components must be provided. Gaining access to any component for repair or replacement is the sole responsibility of consumer and any cost incurred are excluded from this warranty.

ACTS INVALIDATING WARRANTY

This warranty is void if ThermoSpas, Inc. or its representative determines that the hot tub has been subjected to any alterations, installation, or repairs by anyone other than an authorized representative of ThermoSpas. Also if the hot tub has been subjected by the owner to misuses, abuses, negligence, improper installation or operations other than in accordance with the instructions in the Owner's Manual, including but not limited to: damage to components caused by improper pH balance or other improper water chemistry maintenance; by failure to maintain and clean the filtration system; damage to components or shell surface caused by operating the hot tub at water temperatures outside the range of 32° F (freezing) and 120° F (excessive heat); damage caused by improper and/or incorrect electrical hook-up or installation performed in non-conformity with state and local codes, or by anyone other than a licensed electrical professional. Damage caused by power surges or spikes; or damage caused by acts of God will invalidate this warranty excluding the Ten-Year Electrical No-Fault Replacement Warranty. Any hot tub installed or moved to another location by anyone other than an authorized ThermoSpas Delivery Technician may invalidate the warranty. Failure to follow pre-delivery installation guidelines, non-adherence to your owner's manual or usage of chemicals for maintenance and/or water chemistry not approved by ThermoSpas may invalidate your warranty.

EXCLUSIONS TO WARRANTY

For hot tubs installed outdoors, it is the customer's responsibility to properly maintain the hot tub. In the case of a malfunction to any part of the equipment pack, customers should completely drain the hot tub and blow out all the lines. ThermoSpas is not responsible for any damage caused by freeze-ups. For indoor installations, install hot tub on non-porous flooring with adequate drainage. ThermoSpas is not responsible for any damage to flooring, carpeting, ceiling or walls due to malfunctioning or leaking of hot tub. ThermoSpas does not provide a leak warranty for drop-in hot tubs or knocked-down units. ThermoSpas and its representatives shall not be liable for any injury, loss, cost or other damage, including but not limited to: loss of use, inconvenience, costs of removal of a permanent deck, custom fixture or any other incidental or consequential costs, expenses or damages. Under no circumstances shall ThermoSpas or any of its representatives be held liable for injury to any person or damage to any property however arising.

PLEASE NOTE: Water damage caused by leaks are not covered under warranty. Check your homeowners policy for coverage. Any hot tub installed indoors is done at customer's risk. ThermoSpas is not liable for the structural integrity of any deck or hot tub placement location. Hot tubs require a minimum of 100 lbs. per square foot of load capacity. Please consult with a licensed contractor or architect for the weight requirements of your specific model.