



# IWS POOL SERVICES

INTELLIGENT WATER SOLUTIONS LTD, Suite 19, Sandfields Business Centre,  
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## **Elite Spas Warranty**

### **25-Year Spa Structural Warranty**

Sunbelt Spas warrants the structure of the spa against water loss due to structure failure for the lifetime of the shell from the date of install to the original purchaser. If the shell is proven to be defective within the lifetime warranty of the shell, Sunbelt Spas reserves the right to replace, repair, and substitute any component, including the shell, with one of equivalent value at our discretion.

### **7-Year Limited Surface Warranty**

Sunbelt Spas warrants the acrylic finish against defects in material and workmanship and specifically against blistering, cracking or delamination for a period of seven (7) years on granite, five (5) years on marble, Geloy, and solid surfaces from the date of installation to the original purchaser. If the surface is proven to be defective within the warranty time period, Sunbelt Spas reserves the right to replace, repair, and substitute any component, including the shell with one of equivalent value at our discretion.

### **5-Year Limited Electrical Equipment/plumbing & Labour Warranty**

Sunbelt Spas warrants that the plumbing of the spa will remain free from leaks for a period of five (5) years from the date of install to the original purchaser. Warranty covers parts and labor. Plumbing parts include air injectors, jet bodies, air hose, pvc hose and fittings.

Sunbelt Spas warrants the equipment, specifically; control box, heater, and pump against malfunction and defects in material or workmanship for a period of five (5) year from the date of install to the original purchaser. Warranty covers parts and labor 100% for year 1, 2, and 3. Warranty covers parts and labor 50% for year 4 and 5.

**SKIRTING/CABINET MATERIALS** – Sunbelt Spas warrants the Skirting/Cabinet to be free from defects in material and workmanship for a period of five (5) years.

**SUNBELT INSTALLED OPTIONS** – Sunbelt Spas warrants manufacturer installed options including but not limited to; ozone, led lighting, stereo, speakers, audiovisual equipment and waterfall to a one (1) year warranty from date of installation.

**WEARABLE COMPONENTS** – Sunbelt Spas does not warrant wearable components including but not limited to; pillows, pump seals, filter cartridge elements, light lenses, fuses, covers, cover lift, and handheld jets. Sunbelt Spas warrants manufacture installed limited wearable components including but not limited to jet internals, and air blowers to a one (1) year warranty.

**ORIGINAL PURCHASER & LOCATION** – Sunbelt Spas Warranty is in effect for the Original Purchaser and at the Original Spa Installation Location. Movement of the Sunbelt Spa from Original Spa Installation Location results in void of all warranty unless authorized in writing from Sunbelt Spas and preformed by a Sunbelt Spas Authorized Dealer.

**EXTENT OF WARRANTY** – This Warranty applies to Sunbelt Spas models manufactured and sold by Authorized Sunbelt Spas Dealers to residential retail customers and is given to the retail purchaser only. Sunbelt Spas Warranty does not extend to items, accessories or options added after factory manufacture. Cost of installation, removal and/or shipping of the spa are not covered by this warranty. In the event Sunbelt Spas deems it necessary the removal of the spa to a place of repair or that the spa must be replaced, and and all costs of spa removal and replacement, landscaping, decking, fencing and/or structure removal, alternation and/or

Company number: 6097409 VAT Number: 900 9926 23

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replacement, or any other costs of providing access to the spa will be the responsibility of the purchaser.

This warranty applies only to a single family, residential installation. This warranty is void if spa is used commercially.

## Warranty Performance

Purchaser must send in a completed Warranty Registration Card to Sunbelt Spas within thirty (30) days from the date of install for Warranty to be in effect. In the event of a defect notify your Authorized Dealer within 10 days of onset. Failure to do so may result in voiding of warranty. Sunbelt Spas

Authorized technician will repair the spa subject to the Terms and Conditions of this warranty. Use of all reasonable means to protect the spa from further damage is expected. Reasonable travel charges may be assessed by Sunbelt Spas or technician. Reasonable charges may be assessed if sufficient access is not provided for services.

## Limitations and Exclusions

In the absence of an Authorized Sunbelt Spas dealer, the customer is to contact Sunbelt Spas directly at 1-800-258-7727 within 10 days of the onset of a problem with the spa. In the case that a registered warranty card is not on file with Sunbelt Spas, it is the purchaser's obligation to provide Sunbelt Spas with a dated sales receipt to establish warranty. This warranty becomes void if the spa has been subjected to misuse, alternation or attempted alteration, repairs or attempted repairs by anyone other than Authorized Sunbelt Spas Dealer or its agent, or if the failure is due to improper installation, improper water chemistry, improper maintenance, an act of God, weather conditions, or other damage from cause beyond the direct control of Sunbelt Spas. Misuse and abuse shall include any operation of the spa other than directed in the Sunbelt Spas Owners Manual. Examples include, but are not limited to; Damage of surface due to leaving the spa uncovered or due to covering the spa with something other than Sunbelt Spas authorized cover, Damage to the surface due to contact with unapproved cleaners or solvents, Damages caused by operation of water temperature outside of the approved 34F – 104F levels, Damage caused by unapproved sanitizers such as calcium hypochlorite, sodium hypochlorite, "tri-chlor" type chlorine or sanitizing chemical that remain undisclosed on the spa surface, Damage due to dirty, clogged or calcified filter cartridge, Damage caused by failure to provide an even, sufficient support of spa.

**DISCLAIMERS** – Sunbelt Spas or any of its authorized dealers or authorized service technicians shall not be held liable for injury, inconvenience, loss of use, chemical or water damage, transportation cost, contingent liabilities or any other incidental or consequential cost, expenses or damages as the result of any deficiency or alleged deficiency of the spa. In no event shall Sunbelt Spas be liable, for any reason or cause in excess of the amount of the product. No other warranties, expressed or implied, are valid. No agent, dealer, distributor, service company or other party is authorized to change, modify, or extend the terms of this warranty in any manner whatsoever.

**LEGAL RIGHTS** – Some states do not allow the exclusion or limitation of incidental or consequential damage, so this exclusion or limitation may not apply to you. This warranty gives you specific legal rights and you may have other legal rights that vary from state to state.

**WARRANTY EFFECTIVE** – This warranty is effective for all spas manufactured after January 1 2007.

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