

## What is the Warranty Offered by Spas Direct?

The Spas Direct Warranty is in addition to your statutory rights under the consumer law.

### 15 YEAR STRUCTURAL WARRANTY

Sunseal Spas Pty Ltd warrants the structure of the frame against defects in the workmanship and material for a period of 5 years from the date of delivery, subject to the limitations and conditions expressed in this warranty.

### 3 YEAR ACRYLIC WARRANTY

Sunseal Spas Pty Ltd warrants the acrylic shell against any loss of water through the acrylic shell of the spa for a period of 3 years from the date of delivery, subject to limitations and conditions expressed in this warranty. The Surface of the Acrylic Shell is not covered by this warranty. This warranty does not cover damage, blistering or discolouration to the acrylic surface caused by excessive heat or long exposure to the sun (UV).

Chemicals must never be placed directly on the surface of the spa as this can cause the shell to blister or crack. Such events will not be covered by this warranty. Customer are responsible for using the correct chemicals and maintaining the water quality on a weekly basis to ensure it is well maintains and balanced. Room temperature water from garden hose must be used to fill the Spa. Failure to do so will void this warranty.

Hard Cover must be on Spa, Swim Spa or Plunge Pool when not in use.

### 2 YEAR JET REPLACEMENT WARRANTY

Sunseal Spas Pty Ltd warrants the Jet face and fittings for a period of 2 years against manufacture defects in materials and workmanship. Jet faces must be returned to your nearest Spas Direct store for inspection and replacement at own expense. This warranty is limited to the supply of parts only.

### 2 YEAR PLUMBING WARRANTY

Sunseal Spas Pty Ltd warrants all plumbing fittings and pipework against leaks for a period of 2 years against defects in the workmanship and material for a period of 2 years from the date of delivery, subject to the limitations and conditions expressed in this warranty.

### 2 YEAR PUMP AND HEATER

Sunseal Spas Pty Ltd warrants Massage, Swim Pumps, Circulation Pumps and Heaters, Including elements for a period of 2 years against defects in the workmanship and material for a period of 2 years from the date of delivery, subject to the limitations and conditions expressed in this warranty.

### 1 YEAR LIMITED EQUIPMENT WARRANTY

All other equipment such as the Control Touch Pad, Air Blower, UV Unit, Ozone Unit, Sound Systems & Speakers, Hard Covers, External Cabinet, Steps, Water Control Knobs and Diverters.

### 1 YEAR LIMITED ACCESSORIES WARRANTY

All Accessories Sold by Sunseal Spas Pty Ltd are limited to 1 Year Replacement Warranty.

### 1 YEAR LIMITED ONSITE LABOUR WARRANTY

Sunseal Spas Pty Ltd provides Limited Labor Warranty for a period of 1 Year from the date of Delivery.

Onsite Labor warranty is subject to Customers Location. Spas Direct Is based in the following Capital Cities. Brisbane, Gold Coast, Sydney, Melbourne, Perth. Customer who are located outside of these zones may be required to use their own repair personnel if a Spa Technician is not available.

Sunseal Spas Pty Ltd will cover the first four (4) Call Outs to the value of \$120 per call out, to the total value of \$480 Per Customer, within the first 12 months. Any additional Call Outs will in-cure additional fees and charges.

## What is NOT Covered by this Limited Warranty ?

### **FILTERS**

Filters are considered to be a consumable item and require regular replacement. Filters can last between 3 - 6 Months, however heavy use or incorrect chemical levels may cause the Filter to require replacement sooner.

### **HEAD RESTS**

Head Rests are considered to be a consumable item and require regular replacement. Head Rests can last between 6 -12 Months, incorrect chemical levels may cause the Head Rest to require replacement sooner. We recommend to remove the Head Rests when the spa is not in use to avoid discolouration & deterioration.

### **ABS BASE**

The ABS Base is designed to protect the Spas Internal Components while in transit. Slight Damage to the ABS may occur on Interstate Transit or long haul deliveries.

If a Spa arrives with such damage, it will be considered as having serviced its purpose in protecting the Internal Spas Internal Components and will not be covered under this warranty.

### **DISCOLOURATION**

Discolouration may occur on Water Control Knobs, Diverters, Head Rests, Waterfalls, Speakers, Filter Box Covers, Lockable Hard Covers. Incorrect Chemical levels may cause the Discolouration. It is important that the Chemical Levels are correct and balanced at all times. Regular checks of water Chemistry local pool store is recommended. The Spa Cover must be removed twice (2) weekly to allow chemical gasses to escape and discharge.

### **LOCKABLE HARD COVERS**

Lockable Hard Covers are intended to keep the Spa warm and protect the Acrylic Shell from the outdoor elements. Overtime the cover will fade and wear with exposure to the Sun (UV) and other external elements such as rain, wind, hail and water runoff.

We recommend installing your spa under a Pergola or Veranda to avoid damage. Spa Slip Covers may also act as a protective barrier and can be purchased at a local pool shop.

Failure to follow the above will void the warranty on the Lockable Hard Cover.

### **ACRYLIC SHELL**

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.

# Limited Warranty Card

## 5 YEAR STRUCTURAL WARRANTY

Spas Direct warrants the structure of the frame against defects in the workmanship and material for a period of 5 years.

## 3 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 3 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 90 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, spa external cabinet, plastic clips 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 90 days from the date of delivery/collection.

## SERVICE ZONE

The Service Zone is up to 50 kms return trip from our office. Customers outside of this zone will not be offered onsite warranty and must arrange own service technician.

## WARRANTY EXPECTATIONS

Warranty claims can take up-to 28 days to be processed and approved. Once a claim has been approved, subject to parts availability we aim to resolve issues within 90 days.

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