

## What is the Warranty Offered by Spas Direct?

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

### 5 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. 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.

### **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.