



Limited Warranty

Structure Warranty - 15 years

H2O Spa Ltd warrant the shell against water loss to the customer arising from structural failure for a period of 15 years.

Shell Surface - 10 years

H2O Spa Ltd warrant the shell surface against water loss to the customer, arising from defects in materials, including cracks, blisters, peeling and delamination for a period of 2 years. Includes all parts and onsite labour necessary for repair. In the circumstance that repair is not an option and a replacement is required H2O will cover the following costs: Year 1 full cost, Year 2 80% of cost of the original purchase price. This will not include redelivery or pickup fees.

Electrical and Plumbing Equipment - 2 years

H2O Spa Ltd warrant all major spa components specifically, the pumps, the heater, the control system against malfunction arising from defects in materials and workmanship, for a period of 2 years to the customer. Leaks from pump unions are excluded from the warranty. Please refer to labour warranty and performance for labour costs and call out charges.

Other Spa Components - 1 year

H2O Spa Ltd warrant all other spa components, ozonator, blower, spa surround, LED light, AV system - including but not limited to fuses, topside control unit, diverter caps and jet inserts against malfunction arising from defects in material and workmanship for a period of 1 year to the customer. Includes parts necessary for repair. Please refer to labour warranty and performance for labour and call out charges.

Labour Warranty - 1 year

1 year labour warranty from the date of delivery. This will not include travel costs (see performance section). Payment of the call out/travel charge is necessary before an engineer will be sent out and is charged at 90p per mile from NG6, a deposit of £150 will be required. Callout fees are waived for any fault occurring in the first 30 days of delivery

Cover Headrests & Cabinet H2O Spa Ltd warrant spa cover, headrests, cabinet and step to be free from defects in materials and workmanship at the time of delivery.

Conditions of Warranty

All warranties apply to the original customer, at the original address at which the spa was installed. Your limited warranty does not include the cost of shipping parts back to H2O Spa Ltd, or to an authorised repair agent for assessment. This warranty does not include costs incurred by the use of a non-authorised engineer. Customers must gain written consent from H2O Spa Ltd before instructing any engineer not authorised by H2O Spa Ltd. In all cases H2O Spa Ltd has the sole responsibility for determining the cause and nature of a fault. H2O Spa Ltd determination is final. H2O Spa Ltd reserve the right to provide a replacement spa of equivalent value if we deem it to be necessary. In such circumstances the customer shall be responsible for the cost of moving and installing the new spa into position. H2O spa will not cover craning spas in or out and this is the sole responsibility of the customer. The H2O Spa Ltd warranty is valid only when the customer has returned the warranty validation certificate and a copy of the part P electrical installation certificate within 30 days of delivery (only for 32 amp models) and undertakes to have their hot tub serviced by H2O Spa Ltd engineer or approved sub-contractor every 12 months.

Performance

The customer must report any discovered fault to H2O Spa Ltd within 14 days. H2O Spa Ltd representative will then diagnose the fault over the telephone and may suggest a number of possible solutions for the customer to attempt. If after these suggestions fail to resolve the fault, H2O Spa Ltd will then send out an engineer. If an engineer is sent out, payment of a call out/travel charge will be required from the customer. Payment of the call out/travel charge is necessary before an engineer will be sent out and is charged at 90p per mile from NG8, a deposit of £150 will be required. Callout fees are waived for any fault occurring in the first 30 days of delivery. If the engineer determines that any fault is not covered under this warranty, the customer will be solely responsible for the cost of any parts and the engineers onsite labour charge which is £40 per hour.

Exclusions

All warranties are void if the spa has been subject to chemical misuse or chemical imbalances, alterations or modifications not authorised by H2O Spa Ltd, attempts to repair the spa not authorised by H2O Spa Ltd, incorrect use of the spa including but not limited to running the spa dry or filling the spa up incorrectly, electrical installation by a non-qualified electrician, ice in the spa, incorrect winter preparation, or commercial use. No part of the spa is warranted against chemical damage. This includes but is not limited to deposits of limescale on the spa shell or on spa components. Correct chemical use is the sole responsibility of the customer. Spa covers are not warranted against chemical burns.

The spa shell and components are not covered against any defects, which may occur as a result of the customer not using the cover while the spa is not in use or in direct sunlight for long periods of time unfilled. This warranty does not cover damage arising from the use of unauthorised sanitisers such as tri-chlor, acids, calcium hypochlorite, sodium hypochlorite, peroxides, any sanitising chemical that may remain undissolved on the spa surface. Damage to headrest pillows reported beyond the day of delivery will not be covered under warranty.

We advise customers to remove Headrest pillows from the spa when not in use.

Disclaimer

H2O Spa Ltd will not be liable for loss of use of the spa, or any incidental expenses incurred as a result of the repair or replacement of the spa. This includes but is not limited to permanent decking or surroundings, flooring, any other fixtures, chemical loss, water loss or filter loss. H2O Spa Ltd warranties are limited to the maximum amount of monies received from the customer with respect to the sale of the spa.

All Warranties

All warranties apply from the date the spa is delivered to the customer. The warranty is not transferable. Please remember to return the warranty registration form within 30 days of delivery with a copy of your Part P.

www.h2ohottubs.co.uk

To make a warranty claim

Call our team on **0333 990 0320**
or email sales@h2ohottubs.co.uk