

SPA LIMITED WARRANTY AND SERVICE

This limited warranty is extended to the original purchaser of a “Soak Spas Collection, purchased after September 2010 and installed in North America



Twenty
Year

LIFETIME - SHELL STRUCTURE WARRANTY

Soak Spas warrants its spas not to leak, meaning to be structurally sound and capable of holding water only; and against loss of water through the laminate of the spa shell caused by defects in materials and/or workmanship for a period of **Twenty Years** from the original date of purchase, as long as the spa is owned by the original purchaser. Upon inspection, Soak Spas may, at its option, choose to return the spa for repair or shell replacement. If a return is required, removal/return of the defective spa to the factory and delivery/re-installation of the replacement spa will be the responsibility of the spa owner.

FIVE YEAR - SURFACE FINISH OF SHELL WARRANTY

Soak Spas warrants the surface finish of its spas to be free from blistering and cracking due to defects in the acrylic surface material for a period of **FIVE YEARS** from the original date of purchase, as long as the spa is owned by the original purchaser. This surface finish warranty does not apply to discoloration or fading. Further, the Limited Warranty does not apply if a failure is caused by, or contributed to, by any of the following: improper installation, improper use of chemicals (tri-colour chlorine, acids, chlorine tablets, etc.) improper introduction of foreign substances into the water, etc. and/or failure to adequately protect the surface from exposure to the sun/elements and extreme temperatures. In the event of a defect, the acrylic surface repair is further limited to only the defective portion of the surface and the repair is not guaranteed against discoloration or fading. The acrylic surface is a finish and is not part of the shell structure.

THREE YEAR - PLUMBING WARRANTY

Soak Spas warrants all plumbing parts to be free from defects in material and/or workmanship for a period of **THREE YEARS** from the original date of purchase, as long as the spa is owned by the original purchaser. Further, this Limited Warranty specifically covers leaks from all bonded parts, filter compartment, jet fittings, internal glue joints, internal plumbing, light lens, and wall fittings. Frozen hot tubs are not covered under warranty. A small space heater is recommended to protect the spa equipment in case of a heater element or power failure during cold weather.

TWO YEAR - COMPONENT WARRANTY

Soak Spas warrants the following electrical components: heater relays and contactors and other spa components against malfunction, leaks and/or defects in materials and/or workmanship for a period of **TWO YEARS** from the original date of purchase, as long as the spa is owned by the original purchaser. Warranty for pumps is two years and one year for jets. This Limited Warranty does not apply if the failure is caused by or contributed to by any of the following: *improper wiring, use of extension cords, improper alterations or modifications, or failure to plug into isolated service, as indicated by the Soak Spas specifications*. Further, this Limited Warranty follows the guidelines of the original equipment Soak Spas. A one-year labour coverage is an extended warranty program maintained by Soak Spas on your behalf.

TWO YEAR - ADDITIONAL COMPONENT WARRANTY

Soak Spas warrants the following components to be free of defects in workmanship and material: air control, diverter handles and caps, filter baskets, filter covers handles and caps, fuses, jet inserts**, lights, O-rings, pillows, topside control overlays, weir assemblies; and all other unmentioned components to be free of defects in workmanship and materials for a period of **TWO YEARS** from the original date of purchase, as long as the spa is owned by the original purchaser. Includes parts necessary to repair, not labour.

Note: Heater element and jet damage caused by chemical extremes and/or chemical imbalances in the water is not covered under warranty. ***Jet inserts (including stainless steel) are not warranted against discoloration or fading.*

TEN YEAR - SOLID BASE FLOOR WARRANTY

Soak Spas warrants our solid base against structural failure for a period of **TEN YEARS** from the date of purchase, as long as the spa is owned by the original purchaser. This includes parts. Labour warranty is for one year.

TWO YEAR - ADDITIONAL COMPONENT WARRANTY

Soak Spas synthetic cabinets are warranted against defects in workmanship or materials for **TWO YEARS** from the original date of purchase, as long as the spa is owned by the original purchaser. Normal wear and weathering of the finish will occur naturally over time, and are not defects.

ONE YEAR+ - ANCILLARY ELECTRICAL WARRANTY

The ancillary electrical systems and mechanical components are warranted against malfunction due to defects in workmanship and materials for a period of **ONE YEAR** from the original purchase date, as long as the spa is owned by the original purchaser. Accessory electrical systems include LED control units and lighting system, ozone purification system, power supply, stereo remote, stereo speakers, stereo unit, and optional stereo equipment.

***NINETY DAY** labour warranty on DVD players, stereo and TV equipment including lift systems, power supplies, remotes, speakers and any other equipment related to the operation of the stereo and TV systems. (This does not include wireless remotes where the labour warranty is not covered for replacement of any wireless remote).

ONE YEAR - LABOUR WARRANTY

ALL labour coverage is limited to one year from the original date of purchase as long as the spa is owned by the original purchaser.

PLACEMENT OF SPA - WARRANTY

Spa must be placed on a flat surface (e.g. concrete pad, wood deck). Spas not placed on flat surface void warranty.

\$100 Trip Charge will be levied at SOAK'S discretion.