



# JACUZZI® SWIM SPA DOMESTIC WARRANTY



This Warranty applies to the owner of a Jacuzzi® Swim Spa installed after 1st January 2021 for domestic purposes in the United Kingdom. We are Jacuzzi® Spa and Bath Limited (company registered number 08295533) of Old Mill Lane, Hunslet, Leeds, LS10 1RB. This Warranty is transferrable upon the sale of a property at which the Swim Spa is located for the remainder of the warranty period set out below, to the purchaser of that property.

## PRODUCT WARRANTY

As a result of the care and attention to detail that we invest in the manufacture of our Swim Spa products, we are confident that they will perform as desired for many years. However, occasionally defects do arise; should you discover a defect in your Swim Spa product we will carry out an investigation and replace any defective components free of charge within warranty. The following warranty periods apply to your Swim Spa provided that it is purchased from us or an authorised dealer:

NB – in this warranty, a year shall mean the period of 12 calendar months.

### 10 YEARS SWIM SPA STRUCTURE

Jacuzzi® Swim Spas are warranted against water loss due to defects in the material or workmanship of the structure for ten years from the original date of installation.

### 5 YEARS SHELL SURFACE

Jacuzzi® Swim Spas are warranted against blistering, cracking, or delaminating of the interior surface of the spa shell for five years from the original date of installation.

### 3 YEARS EQUIPMENT AND CONTROLS

Jacuzzi® Swim Spa electrical equipment components – specifically limited to the pumps, motors, heater, and control system – are warranted against malfunctions due to defects in workmanship or materials for three years from the original date of installation.

### 3 YEARS PLUMBING COMPONENTS

Jacuzzi® Swim Spa plumbing components are warranted against leaks due to defects in workmanship or materials for three years from the original date of installation.

### 5 YEARS CABINET

Jacuzzi® Swim Spa synthetic cabinets are warranted against defects in workmanship or materials for five years from the original date of installation.

### WARRANTIES FOR OTHER COMPONENTS

The fuses, headrests, cabinet finish and filters are warranted to be free of defects in workmanship or materials for 30 days following delivery.

All factory installed optional extras including, but not limited to the CLEARRAY Active Oxygen™ System and all audio/visual related components are warranted against malfunction due to defects in workmanship or materials for one year from the original date of delivery.

All other factory installed components not mentioned specifically including, but not limited to the jets, LED Lighting systems, filter skimmers and mechanical components are warranted against malfunction due to defects in workmanship or materials for one year from the original date of purchase.

### GENUINE JACUZZI® PARTS & ACCESSORIES

Genuine Jacuzzi® brand parts & accessories (Genuine Parts or Accessories) are built to our highest standards of quality, durability and performance, and they are designed to work with your Swim Spa to ensure optimal performance and function.

This Warranty is void if we or our designated representative determine that the Swim Spa has been subjected to damage or failure due to the installation of parts and/or accessories that are not Genuine Parts or Accessories.

This disclaimer includes, but is not limited to filters, repair parts and other accessories.

### REGISTRATION AND NOTIFICATION

Please register your new Swim Spa within 7 days of delivery. You can register your new Swim Spa by signing up to our Jacuzzi® Club at [www.jacuzzi.co.uk](http://www.jacuzzi.co.uk).



Swim Spas must be registered before any authorized service work can be performed.

To obtain service in the event of a defect covered by this Warranty, you should notify your authorised dealer either in writing or by telephone to the number below, as soon as possible upon becoming aware that a fault has arisen. Upon proof of purchase, a designated service representative will correct the defect subject to the terms and conditions contained in this Warranty.

Upon becoming aware of a fault with your Swim Spa you should take all reasonable steps to ensure that no further damage is caused to it, for example by ceasing to use the lighting system or other component system (as appropriate), or the Swim Spa itself, until such a time as we or our authorised dealer are able to repair the fault.

There will be no charge for parts or labour to repair a defect with the Swim Spa. You are required to provide clear and uninterrupted access to the Swim Spa to enable the defect to be repaired. If we are unable to access the Swim Spa when attending a repair, we may refuse to carry out the repair until such a time as access is provided; in these circumstances we may charge you for our reasonable travel and any other expenses incurred in attending at your property.

In the event that the Swim Spa is removed to a repair facility for repair and reinstalled, reasonable cost of removal and reinstallation will be at our expense or that of our authorised dealer.

We reserve the right, at our sole discretion, to either repair or replace any Swim Spa (or part of it) that is the subject of this Warranty. In the event that we choose to provide a replacement Swim Spa, it will be at least of an equal value and specification to that which is replaced. In such an event, reasonable costs for removal of the original Swim Spa, shipping costs from the factory for the replacement Swim Spa and delivery and installation of the replacement will be our responsibility.

Any replacement part or Swim Spa will carry the balance of the original swimspa's warranty. SwimSpa covers are not included.

## WARRANTY LIMITATIONS

The product guarantee is only valid for products used in the United Kingdom and installed in a domestic environment. This Warranty is void where defects occur from:

- General wear and tear, or alteration;
- Repair by a person not authorised by us or our authorised dealer;
- Misuse or negligent use which include any installation, operation or maintenance of the Swim Spa other than in accordance with the instructions contained in the owner's manual provided with the Swim Spa, including but not limited to the failure to maintain proper water chemistry and chemical balance and the use of abrasive or improper cleaners or parts which are not Genuine Parts and Accessories;
- Damage arising in transit by a carrier that is not provided by us or our authorised dealer
- Damage arising through freezing
- The commercial use of the products.

Some parts of the Swim Spa are manufactured from natural materials (or man made materials replicating natural materials) which may change in the ordinary course of their lifespan; this may affect the look and feel of the Swim Spa. As such these are not regarded as defects, and include (without limitation):

- Products that have yellowed or changed colour in sunlight;
- Products that have failed as a result of the ingress of moisture that are typical as a consequence of use.

This Warranty does not provide cover for insulating covers, or any item attached to or installed on the Swim Spa by you. You accept liability for repair work performed by anyone other than by us or our representative.

## **THIS WARRANTY DOES NOT AFFECT YOUR STATUTORY RIGHTS**