

Outdoor Living Preowned Hot Tub Warranty Agreement

Call Outs, Onsite Labour and Customers Responsibility

The customer must report any discovered fault within 7 days to Outdoor Living Limited. A representative of Outdoor Living Limited will then diagnose the fault over the telephone and may suggest possible solutions for the customer to attempt to resolve the issue. If after these suggestions the fault has not been resolved Outdoor Living Limited will arrange to send out an Engineer. **If an Engineer is sent out, payment of a call out/travel charge will be required from the customer before the Engineer will attend.** Call out fees are waived for any fault occurring in the first 30 days from the date of delivery. If the Engineer determines that any fault is not covered under this warranty, the customer will be responsible for the cost of any parts and the Engineers onsite labour. If the issue is deemed to be covered under this Warranty agreement, only the onsite labour relating to that work is covered.

Electrical Equipment and Plumbing – 6 Months

Outdoor Living Limited warrant all major spa components listed as follows for a period of 6 months to the customer against malfunction arising from defects in materials and workmanship, includes parts and onsite labour (not the call out/travel charge) necessary for repair:

- Air blower
- Drain valve
- Flow switch/sensor
- Fuses
- Heater
- LED lights & Controllers
- Ozonator / ClearRay
- PCB/Control Pack
- Piping, plumbing jet bodies and jets
- Pumps (including wet end)
- Topside Control Panel
- Sound system including speakers
- Waterfall

If an Engineer is sent out, payment of a call out/travel charge will be required from the customer before the Engineer will attend.

Parts Excluded from the 6 Month Warranty

Outdoor Living Limited warrant the following parts for 30 days from the day of delivery to be free from defects as they are items which are open to the elements and/or chemical damage.

- Cabinet panels
- Cover
- Cover Clips
- Cover Lifter
- Diverter or Air Controls
- Filter
- Filter Weir/Skimmer
- Pillows & Pillow Fixings
- Remote Control
- Scent or Chemical Dispenser
- Shell or Shell Structure
- Steps
- Topside Decal

Conditions of Warranty

All warranties apply to the original purchaser/customer, at the original address that the spa was installed. Any transfer of warranty to a new owner or address is at the discretion of Outdoor Living Limited. This warranty does not include the cost of shipping parts back to Outdoor Living Limited, or to an authorised repair agent for assessment. This warranty does not include any costs incurred using a non-authorised Engineer. Customers must obtain the written consent of Outdoor Living Limited before instructing any Engineer not authorised by Outdoor Living Limited. In all cases Outdoor Living Limited has the sole responsibility for determining the cause and nature of the fault. Outdoor Living Limited reserve the right to provide a replacement spa of equivalent value if we deem that necessary. In such a circumstance the customer would be responsible for any cost of moving and installing the new spa.

Warranty Exclusions

All warranties detailed in this document are void if the spa has been subject to chemical misuse or chemical imbalances, alterations or modifications not authorised by Outdoor Living Limited. Incorrect use of the spa including but not limited to running the spa dry or filling the spa incorrectly, removing the filters without switching the spa off, electrical installation by 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 warrantied against chemical burns.

The spa shell and components are not covered against defects which may occur by the customer not using the cover whilst the spa is in or not in use.

This warranty does not cover damage arising from the use of unauthorised sanitisers such as tri-chlor, acids calcium hypochlorite, sodium hypochlorite, peroxides, any sanitizing chemical which remains undissolved on the surface of the spa or its components.

Disclaimer

Outdoor Living Limited will not be liable for any period or loss of use of the spa, any incidental expenses incurred because 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. Outdoor Living Limited will not be responsible for inadequate radio reception in relation to the spas entertainment system.

All warranties apply from the date the spa is delivered to the customer (if for some reason the spa is not commissioned then the warranty is still from the delivery date).

Your warranty will be void if you have not provided the appropriate Electrical certificate to Outdoor Living Limited at the time of delivery/installation.