

# 5-YEAR LIMITED WARRANTY

Softub Canada warrants the Softub units to be free of defects in materials and workmanship from the date of delivery to the original owner, for 3-5 years depending on the model of Softub. The Classic model is warrantied for a period of 3 years and the Prestige model is warrantied for a period of 5 years. Please see the chart below.

Any repairs required will be at the following costs to the customers:

PRESTIGE Model		CLASSIC Model Tub Shell & Hydromate	
Tub Shell* & Hydromate**		Tub Shell* & Hydromate**	
1st Year	No charge on parts & labour	1st Year	No charge on parts & labour
2nd to 5th Year	\$250.00 Deductible	2nd to 3rd year	\$250.00 Deductible

All vinyl on PRESTIGE & CLASSIC Models	
Tub, Hydromate®, Bi-Fold Lid & Tub Fittings	
1st Year	No charge on parts & labour
2nd Year	\$250.00 Deductible

**\*Tub Shell items include:** the foam shell, plumbing, tensile band, and bottom crosslink

**\*\* Hydromate items include:** interior & exterior parts, plumbing, and foam shell

## Extent Of Warranty

This warranty extends only to the original retail purchaser of the Softub and terminates upon transfer of ownership. The Softub must be purchased and installed within Canada within one year of the manufacturer date. It does not extend to commercial, institutional or rental use or installation.

Softub Canada maintains a list of approved chemicals and accessories and reserves the right to withhold warranty benefits for damage caused by chemicals or accessories not included on this approved list.

The warranty is invalid if the Softub unit(s) is (a) damaged, misused, or not maintained as reasonable or necessary, (b) modified and/or altered in a configuration not manufactured by Softub Canada, and/or (c) Serviced or repaired by someone other than an Authorized Softub Dealer/Service Technician for a defect or malfunction covered by this warranty. Please see Section "Acts Invalidating Warranty" below for more information.

## **Vinyl Warranty**

Softub Canada warrants all vinyl coverings to be free of defects in materials & workmanship for two (2) full years from the date of delivery to the original owner, for Prestige & Classic Models. This warranty covers the tub, Hydromate & Bi-Fold Lid vinyl.

An exterior weather cover is highly recommended if installing your Softub outdoors. Failure to do so may cause premature permanent damage to the vinyl and other components and void warranty to those components. Please see Section "Acts Invalidating Warranty" below for more information.

## **Repair Facilities**

Contact the Authorized Softub Service Centre (selling dealer) in your area.

There will be no charge for the parts or labour to repair the Softub or its components during the first year of warranty. In some cases, reasonable travel charges may be assessed (by the servicing agent) if you live beyond the normal servicing area of the Authorized Service Agent.

All repair work is guaranteed for a period of 90 days and parts for one (1) year when performed by an Authorized Softub Dealer or Softub Canada. All deductibles are per occurrence. In the event of any malfunction or defect covered under the terms of this limited warranty.

## **Acts Invalidating Warranty**

This warranty is void if the Softub has been altered, misused, abused, or has been repaired by an unauthorized person. Misuse shall include operation or maintenance of the Softub in deviation to the published instructions. The following acts will invalidate the warranty. Operating the tub without water or with improper water level, filling or operating with a water temperature below 4°C (39.2°F) or above 41°C (105.8°F), a water pH below 7.2 or above 7.8, plugging into an extension cord, operating below 105 Volts or over 125 Volts, allowing undissolved or concentrated chemicals to lie on the vinyl surface, or leaving the Softub empty in direct sunlight (with or without the packaging material).

An exterior Tub Cover is highly recommended if installing your Softub outdoors. Failure to do so may cause premature permanent damage to the vinyl and other components and void warranty to those components.

Only approved water treatment and hot tub maintenance products for Softub should be used. Failure to do so will void the warranty.

## **Disclaimers**

Softub Canada shall not be liable for loss of use of the Softub or other incidental or consequential damages ("acts of God", owner abuse, and/or malicious destruction).

Under no circumstances shall Softub Canada or any to of its representatives be held liable for injury to any persons or damage to any property. Some provinces do not allow exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights and you may also have other rights that vary from province to province. Specifications are subject to change without notice.

The CLASSIC Model Softub hot tub comes with a three-year warranty in that the first 3 years are in accordance with the above 5-year warranty for a three-year period only.

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**WARRANTY CARD MUST BE FILLED OUT AND RETURNED  
WITHIN 30 DAYS TO VALIDATE THE WARRANTY**

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