



## **Hot Tub Liverpool Commercial Maintenance Contract**

### **Shell Warranty 3 years**

Hot Tub Liverpool Ltd. warrants the shell against water loss to the customer arising from structural failure for a period of 3 years.

### **Shell Surface 2 years**

Hot Tub Liverpool Ltd. warrants 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.

### **Electrical And Plumbing Equipment 1 year**

Hot Tub Liverpool Ltd. warrants 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 1 year to the customer. Includes parts and onsite labour necessary for repair. Leaks from pump unions are excluded from the warranty. Other Spa Components 1 year Hot Tub Liverpool Ltd. warrants 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 only parts necessary for repair. Labour cost is not included.

### **Labour Warranty 1 year**

1 year labour warranty from the date of delivery. This will not include travel costs (see performance section). Travel costs not included and calculated at £1.10 per mile from L3. Cover Headrests & Cabinet Hot Tub Liverpool Ltd. warrants 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 Hot Tub Liverpool 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 Hot Tub Liverpool Ltd. before instructing any engineer not authorised by Hot Tub Liverpool. In all cases Hot Tub Liverpool has the sole responsibility for determining the cause and nature of a fault. Hot Tub Liverpool Ltd. determination is final. Hot Tub Liverpool 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. N.B. The Hot Tub Liverpool 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 and undertakes to have their hot tub serviced by Hot Tub Liverpool Ltd engineer or approved sub-contractor every 12 months.

### **Performance**

The customer must report any discovered fault to Hot Tub Liverpool Ltd within 14 days. Hot Tub Liverpool 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, Hot Tub Liverpool 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 £1.10 per mile from L3. 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 £60 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 Hot Tub Liverpool Ltd, attempts to repair the spa not authorised by Hot Tub Liverpool 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 sanitizing chemical that may remain undissolved on the spa surface.

### **Disclaimer.**

Hot Tub Liverpool 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. Hot Tub Liverpool 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 certificate.

To comply with the Governments HSG282 Regulations for Hot Tubs In a Commercial Setting, require all water and filters to be changed and cleaned in between guest changeover, also a full service is required on all hot tubs every 6 months which must be carried out by Hot Tub Liverpool Ltd to ensure the terms of the warranty are not breached.

**Call out Times**

Hot Tub Liverpool Ltd will always aim to get to you as quickly as possible, where this is not possible, we aim to resolve any hot tub fault issues within 14 working days.

Hot Tub Liverpool Ltd is not liable for any loss of earnings due to hot tub fault or failure.

Signed By: .....

On Behalf Of: .....

Dated: .....

Signed By: .....

On Behalf Of: .....

Dated: .....