



Unit 2
31 Dixon St
Yatala QLD 4207
Ph: 07 3208 4625
E: sales@aquapulsespas.com.au
W: www.aquapulsespas.com.au

AQUA PULSE SPAS WARRANTY

Our spas are designed to last a lifetime. Our spas are individually built and are not simply rolled off a conveyor belt. We take great pride in the quality of our spas, they go through several quality checks before they reach you.

If your spa has a defect, please consult your store of purchase. It may be that you can take simple steps to restore your spa to working order and if, so we will give you instructions by telephone on how to do this. If this is not possible and there is a defect in materials or workmanship, then for as long as the defect is covered by this warranty we will send a replacement part to you. Whilst we endeavour to keep spare parts in stock it is not possible to keep all. We may have to order the required part from our manufacture before we can send it to you.

Most replacement parts can be fitted by you and we can provide advice on how to do this. If we plan to send you a replacement part for you to fit, we reserve the right to ask you to return the original defective part to us for examination prior to us sending you the replacement part. If the part is not defective because of defects in materials or workmanship or is not covered by this warranty, we reserve the right to charge you for the cost of the replacement part. It is the customer's responsibility to pay for any freight charges involved to receive or return parts being claimed under warranty.

The following warranties are offered by Micragel Pty Ltd Trading as Aqua Pulse Spas ABN 96 078 814 007. This warranty is offered subject to the conditions and exclusions as follows. The warranty is in addition to any compulsory statutory warranties which may apply to this product.



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Ten years on Fibreglass Spa Shell:

The fibreglass spa shell is warranted against water loss due to defects in materials or workmanship for ten years from the original date of purchase limited to the supply of parts only excluding labour.

One year on Acrylic Spa Shell:

The acrylic spa shell surface is warranted against leaking water to the inside of the spas cabinet due to defects in materials or workmanship for one year from the original date of purchase limited to the supply of parts only excluding labour. Chemical staining, fading, chaffing, scratches, blisters & holes in or on the spas acrylic shell are not covered under this warranty.

Five years on Jet Faces:

The jet faces are warranted against defect in materials and workmanship for a period of five years. Jets must be returned to your local Aqua Pulse Spas dealer for inspection and replacement is limited to the supply of parts only.

Two years on Pump Motors:

The pump motors are warranted against defects in materials or workmanship for two years from the original date of purchase limited to the supply of parts only excluding labour. Parts must be returned to your local Aqua Pulse Spas dealer for inspection. Pump blockages, pump impellers, capacitors and mechanical seals are not covered under this warranty.

Note:

Mechanical seal leaks are generally caused by incorrect water maintenance, any pump motor damage from a mechanical seal leak will not be covered under this warranty unless you can provide your monthly water chemistry history from a recognisable professional pool or spa store showing the water has been maintained to the correct levels we have requested in your chemical instructions.

One year on Heater:

The heater is warranted against defects in materials or workmanship for one year from the original date of purchase limited to the supply of parts only excluding labour. Parts must be returned to your local Aqua Pulse Spas dealer for inspection.

Note:

Heaters tripping power are generally caused by incorrect water maintenance and will not be covered under this warranty unless you can provide your monthly water chemistry history from a recognisable professional pool or spa store showing the water has been maintained to the correct levels we have requested in your chemical instructions.

One year on Control Box & Digital Touch Pad:

The control box & digital touch pad are warranted against defects in materials or workmanship for one year from the original date of purchase limited to the supply of parts only excluding labour. Parts must be returned to your local Aqua Pulse Spas dealer for inspection.

One year on Plumbing & Water Leaks:

The plumbing & water leaking inside the spas cabinet are warranted against defects in materials or workmanship for one year from the original date of purchase limited to the supply of parts only excluding labour. Water leaking from a loose pump barrel union, heater barrel union or ozone mazzei injector is not covered under this warranty. Water leaks caused by the spa being left without water causing the jets & fittings to distort is not covered under this warranty.

One year warranty on the following items:

Air blower, Ozone unit, Cabinets and Support frame.

These items are warranted against defects in material or workmanship for one year from the original date of purchase limited to the supply of parts only excluding labour. Parts must be returned to your local Aqua Pulse Spa dealer for inspection.

Other warranties:

Replaceable service items such as LED lights, lighting looms, lightswitches, waterfalls, waterfall control handles, headrests, water diverters, air control handles, aroma therapy fittings, hardcovers, fuses, bulbs, pressure switches, external drain fittings, pump seals, pump impellers, pump capacitors, O'rings, filter lids and filters are not covered under this warranty unless faulty at time of delivery and must be reported within fourteen days of the delivery or collection to receive a warranty claim which is limited to the supply of replacement parts only excluding labour. Parts must be returned to your local Aqua Pulse Spa dealer for inspection.



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Conditions and exclusions:

This warranty will be made void if any of the following occurs:

- Free items are excluded from this warranty.
- Damages caused in delivery or collection to the spa.
- Failure to install the spa on a hard level surface.
- Subsidence in the ground around the spa.
- Incorrect water management.
- Improper chemical use or the use of any of these chemicals:
- Bromine, liquid chlorine, hydrochloric acid, trichloro chlorine, dichlor chlorine, stabilised chlorine, cyanuric acid, magnesium, hydrogen peroxide or polyhexamethylene biguanide.
- Foreign materials or the build-up of solids in the water, plumbing and or pumps.
- The filters or plumbing are dirty or blocked.
- The spa is heated above 40 degrees Celsius.
- The spa has been drained or partially drained of water in daylight hours.
- The electrical wiring is connected by a non- Licenced Electrical Contractor.
- Failure to provide an electrical circuit for the spa to Australian Standards AS3000.
- Failure to connect the legally required Residual Current Device for the power supply.
- The use of any power extension leads.
- Electrical blow out voltage spikes or operation of the spa at 10 volts above or below 240 volts.
- The spa is misused, neglected or abused.
- If there is any unauthorised maintenance, alterations, modifications or repairs.
- Failure to follow the requirements and specifications of the manufacturer.
- The spa is moved by non-qualified spa removalists.
- The spa is used for commercial purposes.
- Failure to provide monthly water chemical test history results from a recognisable professional pool or spa store.

Coverage of the warranty:

Aqua Pulse Spas offers this warranty to all new Aqua Pulse Spas purchased from an authorised dealer throughout Australia. This warranty can-not be transferred or assigned and is only valid to the spa while it is owned by the original purchaser.

After one year from the original date of purchase any claims relating to this warranty will be treated on a prorata basis over the period covered by the relevant warranty section. There will be a charge for travel and transportation costs in the event of a warranty. If the spa requires onsite repairs the purchaser must provide full access to the spa for warranty service. The spa must have 700mm of clear uninterrupted space on all sides of the spa for a service technician to have space to make repairs. Failure to have access will result in warranty work not being able to be completed. If the spa requires an off-site repair or replacement all freight, electrical work, removal and replacement costs shall be paid by the customer.

It is the sole discretion of Aqua Pulse Spas to choose to repair or replace a defective spa or parts. Where Aqua Pulse Spas chooses to repair or replace a spa a substitute product of equal or greater value may be used.

Limitations:

This warranty excludes any oral or implied undertakings. Aqua Pulse Spas or its agent will not be liable for any incidental or consequential losses or injury including but not limited to, any building related costs.

Under no circumstances shall the liability to Aqua Pulse Spas be greater than the amount paid for the product by the customer.