

Clearwater Spas Warranty Procedures

Clearwater reserves the right to update these procedures at its sole discretion - April 2021

Parts

All parts are to be ordered thru the dealer portal (shop.clearwaterspas.com). All parts (including warranty) are to be prepaid and will be charged applicable shipping. Parts are not returnable.

Warranty Claim

Warranty claims are for completed jobs and are submitted in the dealer portal. Any claim made against an unregistered spa will be placed on hold until the warranty is registered.

The warranty claim is one part "Labor Claim", which is the work performed to complete the job, and one part "RMA Request" for the defective part(s) to be returned. If the RMA Request is approved a report and pre-paid shipping label (domestic dealers only) will be issued. Regarding pumps, only the pump and motor labels are required to be returned using the provided "Pump Label Form". A copy of the RMA report MUST be returned with all parts or labels.

Unless otherwise instructed all failed parts must be returned.

Warranty Claims will require the following:

- Company name, address, phone number, submitted by name, and email address.
- Spa's serial number and owner's last name.
- Date of service. Claims must be submitted within 30 days of the service date.
- Description of problem and the work carried out to resolve the problem.
- Part number(s) (Serial numbers of Boards, Topsides, Pumps, and Heaters are also required)
- Uploaded photo(s) of the problem or failed part(s).

Warranty Process & Guidelines

- Returned parts will be inspected and tested. If the part(s) is deemed defective, the claim will be approved (part(s) and labor). If part(s) is damaged (including chemical damage), found to be non-defective, or fails to meet warranty guidelines the part(s) will be returned at the sender's expense and the claim will be denied.
- Clearwater reserves the right to have the OEM determine the part(s) warrantability.
- Parts returned without an approved RMA will be returned at the sender's expense.
- Labor only claims will be processed upon receipt of the submitted warranty claim.
- All warranty credits (parts and labor) will be issued as an account credit.

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Labor Claim Payout

Clearwater Spas pays a single labor claim for each job, regardless of the number of trips made. Travel, draining, and refilling spas are the responsibility of the spa owner. If multiple issues were resolved on a single trip and the labor rates fall into different payout schedules, the higher of the amounts will be paid.

Approved Warranty Claims payout schedule:

- Equipment Replacement - \$100
 - Topside, board/pack, heater, pump, water care systems components, audio system components (not speakers), LED controller or power supply.
- Water Loss - \$100
 - Water loss due to workmanship that falls under our plumbing warranty guidelines.
 - Any request for additional labor must be sent to warranty@clearwaterspas.com and **MUST BE PRE-APPROVED** by Clearwater or will be paid at \$100.
- Other - \$75
 - LED Lights (diodes) and audio speakers.
 - Simple procedures (i.e. valve internals). This will be at Clearwater's discretion.
- Easily Removed Component (ERC) and Time of Delivery (TOD) items - \$0
 - As stated in our warranty, there is no labor paid on jet inserts or any "Time of Delivery" warrantied items specifically listed in our warranty.

Anything not listed above will be paid at \$75.

Hard Covers

Hard cover warranties are carried by the cover manufacturer. Clearwater will assist with filing claims. Most claims will be determined with pictures.

Pictures are to be sent to warranty@clearwaterspas.com and will require the following:

- 1 or more of the cover's serial number tag.
- 2 or more pictures of the affected area.
- 2 or more pictures showing the installation including any accessories (i.e., lifts).
- Registration may be required by the manufacturer.

Labor and shipping costs associated with Hard Cover warranties are not covered.

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Shell/Structural

Claims for shell and/or structural issues will require the following to be sent to warranty@clearwaterspas.com:

- Several pictures of the affected area including both sides of the shell.
- Pictures proving the spa is installed on an approved surface, is level, and %100 supported.
- If the repair requires a 3rd party a firm written estimate is required and **MUST** be approved by Clearwater Spas.
- Once the job is completed a claim must be filed in the portal attaching the invoice.
- Final approval of the claim will also require pictures of the completed repair.

If necessary, Clearwater will provide a color matching acrylic repair kit.

No additional costs associated with Shell/Structural claims are paid above the approved estimate.