

HydroPool Guarantee

HYDROPOOL

Self-Cleaning & Serenity Hot Tubs & Swim Spas LIMITED GUARANTEE NORTH AMERICAN

For Hot Tubs Manufactured November 1, 2008 or Later

HYDROPOOL INDUSTRIES INC.

guarantees the material and workmanship in your hot tub or swim spa to be of the highest standards.

With the exception of normal wear and tear items, your HYDROPOOL HOT TUB or SWIM SPA will give you years of trouble free dependable use.

In the event that a repair is required, please refer to the information below to determine what is and what is not covered by our manufacturer's guarantee.



SHELL

10 year Limited Guarantee

This refers to the fiberglass structure of your hot tub or swim spa and specifically guarantees the fiberglass against cracking or failure due to workmanship or materials for a period of 10 years from the original retail purchase date.

This guarantee does not apply to damage caused by freezing, mishandling of the hot tub or swim spa, improper supporting, or any other action or product that in the opinion of HYDROPOOL or our retailers caused or contributed to the problem.

HYDROPOOL will have the option of repair or replacement. The hot tub or swim spa owner is responsible for any cost of accessing, disassembly, or re-assembly required. However in the initial 2 years from the date of shipping HYDROPOOL will subsidize the authorized retailer \$50/hr up to a maximum of \$200.00 to complete this work providing proper authorization procedures have been adhered to.

INTERIOR SURFACE

5 year Limited Guarantee

This refers to the acrylic surface and specifically relates to protection against blistering, delamination or cracking for a period of 5 years from the original retail purchase date.

This guarantee does not apply to interior surface damage caused by irregular impact, freezing, poor chemical maintenance, the use of non-approved equipment or accessories, or any other action or product that in the opinion of HYDROPOOL or our retailers caused or contributed to the problem.

HYDROPOOL will have the option of repair or replacement. The hot tub or swim spa owner is responsible for any cost of accessing, disassembly, or re-assembly required. However in the initial 2 years from the date of shipping HYDROPOOL will subsidize the authorized retailer \$50/hr up to a maximum of \$200.00 to complete this work providing proper authorization procedures have been adhered to.

EQUIPMENT AND PLUMBING,

3 year Limited Guarantee

This refers to the plumbing, jets, valves and fittings, support package (pump, motor, and spa pack).

These products are guaranteed for a period of 3 years from the original retail purchase date to be free from a defect caused by poor workmanship or materials. The guarantee is exempt from failure or deterioration of the product as a result of improper hook-up, freezing, improper care, improper water chemistry, or any other factor that in the opinion of HYDROPOOL or our retailers caused or contributed to the damage or breakdown.

One Year Limited Guarantee:

This refers to the ozonator chip, cabinets and accessories, pump seals, fuses, Brominator, O-rings, insulating hard cover, pillows, lids and all audio/visual components. These are guaranteed for a period of 1 (one) year parts and labor.

Jet inserts, pillows, Brominator O-rings & lids replaced during the term of the guarantee shall be by over-the-counter-exchange only and do not qualify for labor re-imbusement.

HYDROPOOL shall not assume responsibility for damage or consequential losses as a result of any other equipment connected to HYDROPOOL factory systems. This includes, but is not limited to, MP3 players, audio/video devices, external heaters, and or other electronic devices, etc.

MISCELLANEOUS

This guarantee applies to original purchaser only from the date of the original retail purchase and is not transferable. Guarantee repairs are guaranteed until the expiration of the original guarantee.

Where the retailer is unable to accommodate your guarantee needs, HYDROPOOL may, at our option, subsidize the homeowner for using local HYDROPOOL authorized trades, conditional that HYDROPOOL has authorized and issued a purchase order for such work prior to the commencement of any work.

HYDROPOOL is not obligated to honor this guarantee if the applicable retailer has not paid for the unit in full, or the end user (owner) has not paid the retailer in full.

Please Note: This guarantee does not cover malfunction due to owner negligence, neglect, failure to follow or maintain proper water chemistry and problems due to incorrect electrical connections.

Guarantee labor will be performed in accordance with the terms of the guarantee, only if the spa and equipment are readily accessible.

Difficult access (i.e. sinking the spa below floor level), generally causes difficulty in service, which can result in supplemental labor charges to the end user.

THIS HOT TUB IS DESIGNED FOR RESIDENTIAL USE ONLY.