

Limited

# WARRANTY



SPARELAX  
HOT TUB & SWIM SPA

## Quality Spas

5

### SHELL STRUCTURE

SpaRelax Co., Ltd. warrants the spa shell to the customers against water loss due to structural failure for 5 years from the original date of manufacture.

3

### CONTROL SYSTEM and PUMPS

SpaRelax Co., Ltd. warrants the balboa control system, Gecko control system, X-Yang control, LX pumps to the customers for 3 years from the original date of manufacture.

2

### SHELL SURFACE

SpaRelax Co., Ltd. warrants the interior surface of the spa shell against blistering, cracking, or delaminating for 2 years from the original date of manufacture.

1.5

### SOUND SYSTEM & SPA COVER

SpaRelax Co., Ltd. warrants the electrical components, specifically the Sound system, Spa Cover against malfunctions due to defects in materials or workmanship for a period of 18 months from the original date of manufacture.

1.5

### PLUMBING & Jets

SpaRelax Co., Ltd. warrants the factory-installed plumbing components not to leak for a period of 12 months from the original date of manufacture. This warranty specifically covers leaks from jet fittings, internal plumbing, internal glue joints and hoses.

**EXCLUSIONS:** This Limited Warranty is void if the SpaRelax Co., Ltd. has been subjected to alteration, neglect, misuse or abuse; if any repairs has been attempted by anyone other than SpaRelax Co., Ltd. or its authorized agent; or if the failure is caused by accident, acts of God, or other causes beyond the control of SpaRelax Co., Ltd. Neglect, misuse and abuse shall mean any installation, operation, improper water balance or maintenance of the spa other than in accordance with the owner's manual. Such misuse and abuse shall include but not be limited to the following:

- ✓ Damage of the spa surface caused by leaving the spa uncovered or due to covering the spa with plastic film of any kind.
- ✓ Damage to the spa surface caused by contact with unapproved cleaners or solvents.
- ✓ Damage caused by operation of the spa at water temperature outside the range of 50°F (10°C) - 104° F (40°C).
- ✓ Freeze damage.
- ✓ Damage caused by unapproved sanitizers such as calcium hypochlorite, sodium hypochlorite, "tri-chlor" type chlorines or any sanitizing chemical that may remain undissolved on the spa surface.
- ✓ Damage due to a dirty, clogged or calcified filter cartridge.
- ✓ Damage caused by failure to provide an even, sufficient support for the spa.

This Limited Warranty does not provide coverage for demonstrator, used, repurchased or reconditioned spas, spa kits, unplumbed spas, or factory seconds and/or any spas of SpaRelax Co., Ltd used for commercial use. This Limited Warranty does not provide coverage for filter cartridges,

**LIMITATIONS:** This Limited Warranty takes the place of all other warranties, express or implied, in fact or at law, including implied warranties of merchantability and fitness for a particular purpose. All warranty service must be performed by SpaRelax Co., Ltd. or its authorized agents or distributors. No agent, dealer, distributor, service company or other party is authorized to change, modify, or extend the terms of this Limited Warranty in any manner whatsoever.

**DISCLAIMERS:** SpaRelax Co., Ltd. and its authorized agents shall not be liable for any injury, loss, cost or other damage, whether incidental or consequential arising out of any defect covered by this Limited Warranty, including without limitation, loss of use of the spa and cost of removal of defective product, even if SpaRelax Co., Ltd. has been advised of the possibilities of such damage. Coverage under this Limited Warranty shall commence as of the original date of delivery and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. These disclaimers shall be equally applicable to any service provided by SpaRelax Co., Ltd. or its authorized agents.



# After-Sales Service Process

We will provide you good quality production, but if any issues happen, In order to quick and effective do after-sales service, also help us to improve quality, please kindly do as below:

Photos attached:

1. X-Yang control system service process

1.1 Just provide you a RMA number and fault description

1.2 We will send you the fault solution or send a new one to you.

2. Balboa controller warranty process:

2.1 Please delivery the fault controller to balboa service office with mark RMA number.

Warm Tips: You need to pay for the express fee.

2.2 Balboa service office will do the testing with default controller and send the report to us.

2.3 Balboa will send you a new one as free if report said the controller is fault,

2.4 If testing is without any fault, Balboa will deliver the controller back to you.

Another quick service for Balboa controller

1) Sparelax delivery you a new one first.

2) But we need you to deliver the fault controller to balboa service office with mark RMA number, and pay the express fee first.

3) If balboa report said the one you send is fault, they will pay a new one for you.

If balboa report said that the one you send is without any default, balboa will send it back to you. And we will charge you the one we delivery to you in No.1

3. If other parts fault in warranty time, normally we will ship parts to you as free in next order. If you want to send out **via express**, we will change the DHL cost from next order.

4. Please fill all in below items.

## Issues Record

NO: QR-07-004A-en

Item	Serial NO.:	Date:
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1	Detailed description of the Issue and what caused it :  1.  2.  .....	
2	Photo of production Serial NO.	Please attached below or send as attachments
3	Detials photos of issue	
4	photo of electrical parts label(for only electrical parts issue)	
6	If control system, photos of Panel display; or controller inside(for only controller issue)	
8	Other photos if need to show the issue	
9	If possible, take the video of issue. This will help a lot to solve the issue faster.	
10	Do you have any advice of how to solve the issue?  1.  2.  .....	

