

Aquatica Limited Residential Spa Warranty

Applies to Original Purchaser at Original Installation Location
US & Canada

Applicability

This Limited Warranty applies exclusively to Aquatica residential spas purchased new from Aquatica or an authorized dealer and installed in a single-family residential setting.

This warranty:

- Applies only to the original purchaser
- Applies only at the original installation location
- Is non-transferable
- Begins on the date of delivery

Commercial, rental, hospitality, or multi-family use voids this warranty unless otherwise stated in writing.

Structural Shell Warranty

Aquatica warrants the spa shell structure against defects in materials and workmanship resulting in structural failure and water loss for a period of ten (10) years from the date of delivery.

Structural coverage applies to the fiberglass vessel beneath the surface finish.

Labor and freight are covered for the first two (2) years. After two (2) years, parts are covered; labor and shipping are the responsibility of the purchaser.

Surface Finish Warranty

Aquatica warrants the spa gelcoat surface against blistering, cracking, or delamination caused by manufacturing defects for a period of five (5) years from delivery.

The following are not considered defects:

- Minor surface irregularities
- Cosmetic blemishes
- Fading, staining, or surface wear from normal use
- Damage caused by improper water chemistry
- Labor and freight are covered for the first two (2) years only.

Equipment & Mechanical Systems

Aquatica warrants the following components against defects in materials and workmanship under normal residential use:

1. Pumps, Heaters & Control Systems
 - Three (3) years
2. Plumbing (Jet Bodies, Manifolds, Hoses, Fittings)
 - Three (3) years against leaks caused by material or manufacturing defects
3. Air Blower (if equipped)
 - Five (5) years
4. Factory-Installed Options
 - Lighting, ozonators, audio systems, quick-fill systems and similar factory-installed options are warranted for two (2) years.
 - Labor and freight are covered for the first two (2) years. Thereafter, parts are covered; labor and shipping are the responsibility of the purchaser.
 - Replacement parts assume the remaining warranty period of the original component.
5. Cabinetry & Exterior Components
 - Spa cabinetry and siding are warranted against structural defects in materials and workmanship for two (2) years.
 - Normal weathering, fading, and cosmetic aging are excluded.
6. Accessories

The following items are warranted for one (1) year:

 - Spa covers
 - Pillows and headrests
 - Pump seals
 - Spa lifts
 - Non-integrated accessories

Owner Responsibilities

To maintain warranty coverage:

- The spa must be inspected upon delivery.

- Installation must comply with Aquatica installation guidelines.
- The spa must be water-tested prior to final enclosure.
- Adequate service access must be maintained.
- Proper water chemistry must be maintained at all times.
- The spa must be properly winterized in freezing climates.
- The spa must be operated within the approved temperature range of 34°F–104°F (1°C–40°C).

Failure to maintain proper water chemistry or protect against freezing damage voids warranty coverage.

Warranty Exclusions

This warranty does not cover:

- Improper installation or modification
- Damage caused by freezing
- Operation outside recommended temperature limits
- Use of unapproved chemicals or sanitizers, including but not limited to:
 - Biguanide
 - Calcium hypochlorite
 - Tri-chlor chlorine
 - Industrial solvents
 - Acid drain cleaners
- Acetone-based products
- Cosmetic wear, chips, scratches
- Improper electrical supply
- Insufficient structural support
- Acts of nature (flood, lightning, earthquake, etc.)
- Commercial, rental, or multi-family use
- Removal, reinstallation, crane service, decking removal, or access modification
- Optional equipment not manufactured or factory-installed by Aquatica

Claims Process

To submit a claim, contact Aquatica Customer Service with:

- Proof of purchase
- Model and serial number
- Description of the defect
- Photos and/or video documentation

Claims must be submitted within a reasonable time after discovery of a defect.

Aquatica reserves the right to:

- Inspect the product
- Authorize repair
- Replace defective components
- Substitute parts of equal or greater value
- Repair or replacement is the sole remedy under this warranty.

Limitation of Liability

Aquatica's total liability shall not exceed the original purchase price of the spa.

Aquatica shall not be liable for incidental, indirect, or consequential damages including, but not limited to:

- Labor costs
- Removal or reinstallation
- Transportation
- Loss of use
- Water damage
- Inconvenience

This warranty is exclusive and in lieu of all other warranties, express or implied, including implied warranties of merchantability or fitness for a particular purpose.

Legal Rights

This warranty provides specific legal rights. Additional rights may vary by state or province.