

IMPORTANT WARRANTY COVERAGE REMINDERS

This notice will summarize and emphasize important warranty information to keep in mind when submitting warranty claims.

1) Spa warranty begins on the date of the spa's delivery to the original retail purchaser or six (6) months from the spas manufactured date, whichever comes first. A valid proof of purchase is required to obtain warranty coverage. No merchandise is to be returned without prior authorization from Saratoga Spa. This warranty is non-transferable.

2) Component warranty coverage is as follows:

<u>Luxury Spas</u>	<u>Adirondack & Geyser Spas</u>	<u>Special Edition</u>
Year 1: Parts & Labor	Year 1: Parts & Labor	Year 1: Parts & Labor
Years 2-3: Parts only	Year 2: Parts only	Year 2: Parts only
Years 4-5: 50% of Retail Cost of Parts		

3) The following components are warranted to be free of defects at the time of spa warranty start date for ALL spas:

- Jet Internals
- Valve Internals
- Pressure Switches
- Spa Skirt, Trim & Bottom (where applicable)
- Spa Pillows
- Pump Seals
- Ozone Check Valves
- Valve Handles & Covers
- Pump Assemblies
- Entertainment Options

4) Saratoga Spa reserves the right to substitute a component of equivalent value, either new or factory reconditioned. Any such component will assume as its warranty only the remaining portion of the warranty on the original product.

5) Surface warranty: Years one (1) through three (3) Saratoga Spa reserves the right to repair or replace. Years four (4) through seven (7) Saratoga Spa reserves the right to repair or replace; if spa is deemed non-repairable, Saratoga Spa will credit 50% of original price paid to be applied to the purchase of another Saratoga Spa up to a maximum of \$2500.00.

6) Excluded from the component warranty for ALL spas are:

- Filter Cartridges
- Drain hose bibs
- ✓ Ozone Systems
- ✓ Dealer Installed Options are warranted by original equipment manufacturer, not Saratoga Spa
- Lighting Systems
- O-Rings
- ✓ Spa Covers
- Light Bulbs
- Items deemed disposable by OEM
- ✓ Spa Accessories
- Fuses
- ✓ Cover Locks

7) Freight Charges: Beginning with Year 2 of ownership, the spa owner will bear all freight costs for spas and components returned to the factory for repair or replacement for the remainder of the warranty coverage period.

8) This warranty does not cover:

- Spas used in a non-residential application
- Damage caused by improper acts of others
- Damage caused by unstable or uneven surface placement
- Damage caused by improper water maintenance or use of chemicals
- Damage caused by improper electrical hookup or operation of the spa outside specified voltage requirements
- Damage caused by voltage spikes or brown out conditions
- Damage caused by direct exposure to sunlight when empty
- Shell cracks above the waterline beginning Year 2 of ownership
- Shipping damage & damage caused by mishandling
- Damage caused by faulty installation
- Acts of God

9) Permanent installation of the spa is done at the sole discretion of the owner. Saratoga Spa shall not be liable for, and under no circumstances will be considered or accommodated in the administration of this warranty, removal of a deck or other custom fixture or the necessity for crane removal.

10) Spa shell repairs will be made structurally sound and may be visible.

11) Saratoga Spa will cover the cost of freight for spas and components that are eligible for warranty for a period of one (1) year from warranty start date. Saratoga will pay a maximum of \$300.00 for removal and delivery for a period of one (1) year from purchase date.