

THE NO-NONSENSE APPROACH TO OUR LIMITED WARRANTY FOR AUSTRALIA AND NEW ZEALAND

L5063

THREE YEAR STRUCTURAL WARRANTY

The Manufacturer warrants the PACIFIC PORTABLE SPA shell not to leak for a period of three years from the spa's purchase date.

THREE YEAR SURFACE WARRANTY

The Manufacturer warrants the PACIFIC PORTABLE SPA shell surface finish not to peel, blister or delaminate for a period of three years from the spa's purchase date. Incidental scratches or scuffs to the shell and surface finish are not covered under this warranty as they can occur under normal use conditions.

ONE YEAR CABINET WARRANTY

The Manufacturer warrants the cabinet exterior to be free from defects in materials and workmanship for a period of one year from the spa's purchase date. This warranty specifically covers the cabinet's structural integrity (exclusive of surface stain), including all glue and integral bonded joints. The cabinet's cosmetic finish is warranted to be free from defects at the time of initial delivery to the original consumer purchaser. Fading and weathering of the surface will naturally occur over time and are not considered to be warrantable defects. To restore the cabinet's appearance refer to the spa Owner's Manual for proper care and maintenance instructions.

ONE YEAR COMPONENT WARRANTY

The Manufacturer warrants the electrical components, pump and other PACIFIC PORTABLE SPA components against malfunction or defects in materials or workmanship for a period of one year from the spa's purchase date. The filter cartridge, light bulb and cover locks are not included in this warranty, but are warranted to be free of defects in materials and workmanship at the time of delivery to the original consumer purchaser.

ONE YEAR NO-FAULT HEATER WARRANTY

The Manufacturer unconditionally warrants the No-Fault® Heater against any failure that would require replacement. This warranty's duration is equal to the time period identified in the Component Warranty above. The warranty defines unconditional as warranty coverage without exception provided that the component has failed to operate properly within the spa's system. This means that conditions that would normally invalidate the limited warranty, such as water chemistry damage, do not apply to the No-Fault heater.

ONE YEAR NO LEAK WARRANTY

The Manufacturer warrants the PACIFIC PORTABLE SPA plumbing not to leak for a period of one year from its purchase date. This warranty specifically covers leaks from the suction fittings, jet fittings, internal plumbing, internal glue joints, glue or pipe connections within the equipment compartment and all other bonded parts, including the filter compartment and light lens.

EXTENT OF WARRANTY

This warranty extends only to the original consumer purchaser of the PACIFIC PORTABLE SPA when purchased and originally installed within the boundaries of Australia and New Zealand, and terminates upon transfer of ownership by the original consumer purchaser prior to the expiration of the warranty period, or if the spa is installed or relocated outside the boundaries of Australia or New Zealand.

WARRANTY PERFORMANCE

In the event of any malfunction or defect covered under the terms of this limited warranty:

A) Contact the Factory Authorised Service Centre (selling dealer) in your area. There will be no charge for the parts or labour to repair the PACIFIC PORTABLE SPA or its components. In some cases, reasonable repair person travel charges may be assessed (by the servicing agent) if you live beyond the normal servicing area of the Factory Authorised Service Agent. The original consumer purchaser is responsible for freight or transportation costs if any defective component(s) are required to be returned to the Factory Authorised Service Centre for repair or replacement.

OR

B) Contact The Manufacture for repair or replacement of the defective component(s). There will be no charge for parts or labour to repair the PACIFIC PORTABLE SPA or its components. Any applicable freight

charges for the return of component(s) to The Manufacturer are the responsibility of the original consumer purchaser.

All component(s) must be accompanied by a completed Warranty Service Claim form and a copy of the original consumer purchase receipt to be eligible for warranty coverage. The Manufacturer will return ship the component(s), freight prepaid, to the consumer purchaser.

The Manufacturer maintains an extensive service network in Australia and New Zealand. In the event the consumer purchaser should be unable to either obtain service or satisfactory service from a Factory Authorised Service Agent, notify The Manufacturer. Written notice of any malfunction or defect must be given within ten (10) days of the time the malfunction is discovered, and must be accompanied by the original consumer purchase receipt of the spa which shows the date of purchase. The Manufacturer reserves the right to inspect the malfunction or defect on location.

ACTS INVALIDATING WARRANTY

This warranty is void if this PACIFIC PORTABLE SPA has been improperly installed, subjected to alteration, misuse or abuse, or if any repairs on the spa are attempted by anyone other than an authorised representative of The Manufacturer. Alteration shall include any component or plumbing change, electrical conversions, or the addition of any non-approved sanitation or water purification device or heating system which contributes to a component or unit failure or unsafe operating system. Misuse and abuse shall include: any operation of the spa other than in accordance with The Manufacturer's printed instructions, or use of the spa in an application for which it is not designed. Specifically: damage caused by operation of the spa at water temperatures outside the range of 5°C to 48°C; damage caused by voltage spikes or "brown-out" conditions; damage caused by a dirty, clogged or calcified filter cartridge (see the Owner's Manual); damage caused by distortion of the spa because it is not on a level site; damage caused by non-approved accessories; damage to the spa surface or components caused by the use of spa chemicals or spa surface cleaners which are not recommended by The Manufacturer; damage to components or spa surface caused by improper pH balance or other improper water chemistry maintenance; damage caused by allowing undissolved spa sanitising chemicals to lie on the spa surface (no spa surface material can withstand this kind of abuse); and damage to the spa surface caused by leaving the spa uncovered while empty of water and in direct exposure to sunlight (this may cause solar heating distress in hot weather) are considered abuses and may invalidate this warranty.

DISCLAIMER

The Manufacturer shall not be liable for loss of use of the PACIFIC PORTABLE SPA or other incidental or consequential costs, expenses or damages, which may include but are not limited to, the removal of a permanent deck or other custom fixture. Under no circumstances shall The Manufacturer or any of its representatives be held liable for injury to any person or damage to any property, however arising.

LEGAL REMEDIES

This warranty gives you specific legal rights, and you may have other rights which vary between Australia and New Zealand. No part of this warranty is to be read as limiting or invalidating any non-excludable rights that may apply under other consumer rights or obligations.

CUSTOMER SERVICE

For customer service, contact a Factory Authorised Service Agent immediately. If you do not know who your local representative is, contact The Manufacturer.

THE MANUFACTURER

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Pacific Spas™