



Acrylic Spa Limited Warranty

Guangzhou Monalisa Bath Ware Co., Ltd. (hereinafter referred to as the "Manufacturer") provides the following warranty terms to the original retail consumer purchaser (the "Consumer/You") for your new Mona Lisa SPA equipment (hereinafter referred to as the "SPA") purchased from an authorized retailer and installed for residential use. This warranty takes effect on the production date of the SPA order (refer to the SPA serial number).

5 years parts

Acrylic Shell

5

The Manufacturer warrants the integrity of the SPA's shell against damage caused by defects in materials or workmanship for a period of 5 years.

Spa Stainless Steel Frame Structure

The Manufacturer warrants that the structural integrity of the SPA's stainless steel frame will not warp, bend or fracture due to defects in materials or workmanship for a period of 5 years.

3 years parts

Acrylic Surface

3

The Manufacturer warrants that the integrity of the SPA's acrylic surface material will not blister or delaminate as a result of defects in materials or workmanship for a period of 3 years. This surface finish warranty does not apply to normal wear, discoloration and natural aging of the surface finish that occurs over time, nor does it cover damage caused by improper maintenance of SPA water chemistry. In the event of a defect, any acrylic repair shall be limited to the defective portion of the surface only, and no guarantee against discoloration or fading can be provided.

2 years

Cabinet Skirting

The Manufacturer warrants that the spa's cabinet panels, corners, and skirting will not rot, crack or come off due to material defects for a period of 2 years. Normal wear, fading and weathering of the surface finish are natural phenomena and shall not be deemed as defects. This skirting warranty covers parts only and does not include labor.

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Plumbing & Equipment

The Manufacturer warrants that: 1) the components of the SPA's plumbing system against leaks caused by defects in materials or workmanship for a period of 2 years; 2) the components of the SPA's equipment (including pumps, heaters and control systems) against defects in materials or workmanship for a period of 2 years.

Warranty Specifics (if applicable)

- **Ozonators:** The Manufacturer warrants that factory-installed ozonators will not malfunction due to defects in materials or workmanship for a period of 1 year (parts included).
- **LED Lighting:** The Manufacturer warrants that factory-installed LED lighting systems will be free from defects in materials or workmanship for a period of 1 year (parts included).
- **Sound System:** The Manufacturer warrants that factory-installed sound systems will be free from defects in materials or workmanship for a period of 1 year (parts included).

Please Note: Electrical Connections must be made by a qualified, licensed residential electrician and must meet the requirements of National Electric Code, and any applicable local, state, and federal codes. Improper installations present hazards which can result in personal injury or property damage and void the warranty on the spa. Please see the Pre-Delivery Guide and/or Spa Owner's Manual for additional information.

IMPORTANT: The Manufacturer's Warranty is void if the spa is moved to any location that is not the original consumer ship-to address.

Limitations & Exclusions

- This limited warranty is enforceable only by the original consumer.
- This warranty does NOT cover damage due to abuse, vandalism, or acts of nature including, but not limited to, damage resulting from lightning, storm, flooding, freezing, fire, and any other acts of nature.
- The consumer is responsible for providing a solid, level foundation for the spa. This warranty does not cover any damage caused by an inadequate or improper foundation.

If placing the spa on an elevated structure, consult a structural engineer or contractor to ensure that the structure will support the weight of the filled spa and its occupants.

- The consumer must provide clear access to the spa's components. If the spa is installed near a wall or with external structures, a minimum service clearance of 18" (0.5 m) must be reserved.
- The Manufacturer does not recommend installing the spa indoors or in an enclosed space. The consumer is responsible for consulting with a licensed architect or building contractor to provide sufficient ventilation.

- The consumer must maintain proper water chemistry and perform proper spa maintenance in accordance with the Spa Owner's Manual.

- If the spa or its components are inaccessible or if the Manufacturer's authorized agent feels servicing the spa is unsafe for any reason, the agents reserve the right to cancel and/or delay service until suitable accommodations have been met.

The following are specifically excluded from this limited warranty:

- Fuses, covers, light bulbs, light lenses, spa pillows, seals on pump and motor, and any dealer installed accessories.

- Any damage caused by extreme water temperatures outside the range of 34°F - 104°F (1°C - 40°C). This includes, but is not limited to, damage caused by improper winterization and failure to mitigate freeze damage in the event a spa component malfunctions.

- Any and all costs incurred due to freeze damage.

- Any and all costs incurred due to improper electrical installation of the spa, including, but not limited to, personal injury or property damage. Electrical Connections must be made by a qualified, licensed residential electrician.

- The Manufacturer and its agents shall not be liable for any loss or consequential cost not associated with the direct repair of the spa, including, but not limited to, loss of use, replacement of water or chemicals, utility costs, phone charges, and lost work time and damages due to inconvenience.

- Any and all costs of the spa's removal and replacement, including, but not limited to, removal, transportation, and damages to landscaping, decking, fencing, and/or other structures or any costs related to obtaining access to the spa.

- Any and all costs of additional equipment required beyond the standard SPA delivery or removal procedure, including, but not limited to, the use of a crane to lift the spa over an obstacle or onto a non-ground level surface or structure.

- Any damages caused by failure to install, maintain, and operate the spa in accordance with the recommendations contained in the Pre-Delivery Guide, Spa Owner's Manual, or any other instructions from the Manufacturer or the Manufacturer's Technical Support.

- Any damages caused by improper maintenance of spa water chemistry or by any undissolved spa chemicals which may cause bleaching of the spa shell and corrosion or discoloration of jets.

- Any damages caused by a dirty, clogged, or calcified filter or use of an unapproved filter cartridge.

- Any repair work performed by anyone other than an authorized Manufacturer's agent or anyone without the express written permission by the Manufacturer's warranty department.

- Spa shell damage caused by excessive heat build-up due to failure to cover the spa while empty of water and/or exposure to direct sunlight.

- The Manufacturer and its agents shall not be liable for any damage to personal property such as flooring, carpeting, ceiling, walls, etc., resulting from a malfunctioning or leaking spa.

All warranties are null and void if any of the following occur:

- The spa's electrical has been improperly installed. Electrical Connections must be made by a qualified, licensed residential electrician.

- The spa has been subject to alteration, neglect, misuse, or abuse.

- The spa has been relocated to any address that is not the original consumer ship-to address and/or the spa's ownership has been transferred to another party.

- Failure or refusal by the consumer to install, maintain, and operate the spa in accordance with the requirements contained in the Pre-Delivery Guide, Spa Owner's Manual, or any other instructions from the Manufacturer or the Manufacturer's Technical Support.

- The spa has been used in a commercial, industrial, or any non-residential application (including, but not limited to, rental properties) or an application in which it was not designed.

- The use of Tri-Chlor or calcium-hypochlorite.

- The use of third-party salt chlorination systems in the spa. Damage caused by salt chlorination systems that have not been factory-installed will not be covered under warranty.

DISCLAIMERS: TO BE ELIGIBLE FOR THE MANUFACTURER'S WARRANTY TERMS, THIS WARRANTY TAKES EFFECT ON THE PRODUCTION DATE OF THE SPA ORDER (REFER TO THE SPA SERIAL NUMBER). THE MANUFACTURER AND ITS AUTHORIZED AGENTS SHALL NOT BE LIABLE FOR ANY INJURY, LOSS, COST, OR OTHER DAMAGE, WHETHER INCIDENTAL, CONSEQUENTIAL, SPECIAL, OR PUNITIVE, ARISING OUT OF ANY DEFECT COVERED BY THIS LIMITED WARRANTY, INCLUDING WITHOUT LIMITATION, LOSS OF USE OF THE SPA AND COST FOR REMOVAL OF DEFECTIVE PRODUCT, EVEN IF THE MANUFACTURER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. THE LIABILITY OF THE MANUFACTURER UNDER THIS LIMITED WARRANTY, IF ANY, SHALL NOT EXCEED THE ORIGINAL AMOUNT PAID FOR THE DEFECTIVE PRODUCT. COVERAGE UNDER THIS LIMITED WARRANTY SHALL COMMENCE AS OF THE DATE OF DELIVERY OF THE SPA TO THE ORIGINAL CONSUMER SHIP-TO ADDRESS. THE DURATION OF SUCH COVERAGE SHALL NOT EXTEND FOR ANY REASON WHATSOEVER BEYOND THE STATED TIME PERIOD. THESE DISCLAIMERS SHALL BE EQUALLY APPLICABLE TO ANY SERVICE PROVIDED BY THE MANUFACTURER OR ITS AUTHORIZED AGENTS.

LIMITATIONS: THIS LIMITED WARRANTY IS NON-TRANSFERABLE AND ONLY APPLIES TO THE ORIGINAL CONSUMER. THIS LIMITED WARRANTY SUPERSEDES THE PLACE OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, IN FACT OR AT LAW, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTY SERVICE MUST BE AUTHORIZED BY THE MANUFACTURER AND PERFORMED BY ITS AUTHORIZED AGENT. NO DEALER, DISTRIBUTOR, SERVICE COMPANY, OR OTHER PARTY IS AUTHORIZED TO CHANGE, MODIFY, OR EXTEND THE TERMS OF THIS LIMITED WARRANTY IN ANY MANNER WHATSOEVER.

FOR WARRANTY QUESTIONS OR CLAIMS PLEASE CONTACT CUSTOMER SUPPORT AT 400-020-1818

REV 26/2/2026



亚克力按摩浴缸产品保修

Monalisa广州蒙娜丽莎卫浴股份有限公司（以下简称“制造商”）向原始零售消费者购买者（“消费者/您”）提供以下关于您从授权零售商处购买并安装用于住宅用途的全新Mona Lisa SPA按摩浴缸设备（以下简称“按摩浴缸”）的保修条款。本保修自按摩浴缸订单生产日起生效（参考按摩浴缸序列号）。

5年零件和劳务

亚克力缸体

制造商保证按摩浴缸外壳的完整性，防止因材料或工艺缺陷导致的损坏，保修期为5年。

5

不锈钢支架结构

制造商保证，由于材料或工艺缺陷导致的按摩浴缸不锈钢结构完整性在5年内不会发生翘曲、弯曲或断裂。

3年零件和劳务

亚克力表面

制造商保证，由于材料或工艺缺陷导致的按摩浴缸亚克力表面材料完整性问题，在三年内不会出现起泡或分层现象。表面处理保修不适用于自然磨损、变色及表面处理层随时间推移产生的自然老化现象，也不包括因按摩浴缸水质维护不当造成的损坏。若发生缺陷，任何亚克力修复仅限于修复表面的缺陷部分，且无法保证防止变色或褪色。

3

2年零件

PS裙边

制造商保证，由于材料缺陷或在两年内，按摩浴缸的裙边板、转角和框架不会腐烂、开裂或脱落。表层的正常磨损、褪色和风化是自然现象，不视为缺陷。裙边的保修仅包括零件，不包括人工。

2

管道与设备

制造商保证：1) 按摩浴缸的管道系统因材料或工艺缺陷导致的泄漏问题，其部件在两年内有效；2) 按摩浴缸设备（包含泵、加热器及控制系统）的材料与工艺缺陷，其部件同样在两年内有效。

保修细则（如适用）

- 臭氧发生器：制造商保证工厂安装的臭氧发生器在1年期限内（含零部件）不会因材料或工艺缺陷导致故障。
- LED照明：制造商保证工厂安装的LED照明系统在1年期限内（含零部件）无材料与工艺缺陷。
- 音响系统：制造商保证工厂安装的音响系统在1年期限内（含零部件）无材料与工艺缺陷。

特别提示：电气连接必须由有资质、有执照的住宅电工完成，并且必须符合国家电气规范、以及任何适用的当地、州和联邦规范的要求。不正确的安装会带来危险，可能导致人身伤害或财产损失，同时导致按摩浴缸的保修失效。更多详情请参阅《交货前指南》或《按摩浴缸用户手册》以获取更多信息。

重要提示：若将按摩浴缸移至非原消费者收货地址的任何地点，制造商保修将失效。

限制与排除

- 本有限保修仅对原始消费者有效。
- 本保修不涵盖因滥用、破坏或自然因素（包括但不限于雷击、风暴、洪水、冰冻、火灾及其他自然因素）导致的损坏。
- 消费者需为按摩浴缸提供坚实平整的基础。本保修不涵盖因基础不达标或施工不当导致的任何损坏。

免责声明：为适用制造商保修条款，本保修自按摩浴缸订单生产日起生效（参考按摩浴缸序列号）。制造商及其授权代理商对因本有限保修所涉缺陷导致的任何损害（包括但不限于使用按摩浴缸的损害、缺陷产品拆除费用）概不负责，无论该损害属于附带损害、后果损害、特殊损害或惩罚性损害，即使制造商已获知此类损害可能性。制造商在本有限保修下的责任（如有）不得超过为缺陷产品支付的原始金额。本有限保修自按摩浴缸交付至原始消费者收货地址之日起生效，其有效期不得因任何原因超出规定期限。本免责声明同样适用于制造商或其授权代理商提供的任何服务。

限制条款：本有限保修条款不可转让，且仅适用于原始消费者。本条款取代所有明示或默示、事实或法律上的其他保修，包括对特定用途适用性的默示保证。所有保修服务必须经制造商授权，并由其授权代理商执行。任何经销商、分销商、服务公司或其他方均不得以任何形式更改、修改或扩展本有限保修条款的条款。

如有关于保修的问题或索赔，请联系客户支持，电话：4000201818

修订版2026年2月26日

若将按摩浴缸安装在高架结构上，请咨询结构工程师或承包商，以确保该结构能够支撑填充后的按摩浴缸及其使用者的重量。

- 消费者必须能清晰接触到水疗设备的各个部件。若水按摩浴缸安装在靠近墙壁或外部有结构物的位置，应确保预留至少18”（0.5 m）的检修通道。
- 制造商不建议将按摩浴缸安装在室内或封闭空间内。消费者需咨询持证建筑师或建筑承包商以确保通风充足。
- 消费者须根据水疗中心使用手册，保持水质达标并做好设备维护。
- 若按摩浴缸或其组件无法使用，或制造商授权代理商认为维修存在安全隐患，代理商有权取消或延迟服务，直至满足安全条件。

以下情况明确不在本有限保修范围内：

- 保险丝、盖板、灯泡、灯罩、按摩枕、泵与电机密封件，以及经销商安装的任何配件。
- 由极端水温（超出34 F至104 F范围；即1 C至40 C）造成的任何损害。这包括但不限于：因冬季防护不当或未能在SPA按摩浴缸组件故障时减轻冻坏所导致的损坏。
- 因冻坏产生的所有费用。
- 因按摩浴缸电气安装不当产生的所有费用，包括但不限于人身伤害或财产损失。电气连接必须由具备资质且持有执照的专业电工完成。
- 制造商及其授权代理对与按摩浴缸直接维修无关的任何损失或间接费用概不负责，具体包括但不限于：使用中断、水/化学品更换、水电费、电话费、停工及不便造成的损失。
- 按摩浴缸拆除及重建的所有费用，包括但不限于拆除、运输、景观绿化、夹板、围栏及其他结构的损坏，以及获取按摩浴缸使用权的相关费用。
- 超出标准按摩浴缸运输或拆除流程所需的额外设备所产生的所有费用，包括但不限于使用起重机将设备吊装越过障碍物或移至非地面水平的表面或结构上的费用。
- 如因未按《交货前指南》《按摩浴缸操作手册》或制造商/技术支持提供的其他说明要求安装、维护及操作按摩浴缸，导致任何损坏，责任由相关方承担。
- 因按摩浴缸水质维护不当或未溶解化学药剂导致的任何损害，可能引发池体褪色、喷嘴腐蚀或变色。
- 因过滤器脏污、堵塞或钙化，或使用未经批准的过滤器滤芯所导致的任何损害。
- 任何维修工作均不得由制造商授权代理商以外的人员执行，亦不得在未经制造商保修部门明确书面许可的情况下进行。
- 由于在按摩浴缸排水水时未覆盖保温盖和/或暴露于直射阳光下导致的过热积聚所引起的按摩浴缸外壳损坏。
- 若按摩浴缸出现设备故障或渗漏，制造商及其授权代理对由此导致的地板、地毯、天花板、墙壁等个人财产的任何损害概不负责。若发生下列任一情况，所有保修条款均告失效：
 - 该按摩浴缸的电路安装如有存在违规操作，所有电气连接必须由持证合格的专业电工完成。
 - 该按摩浴缸长期遭受改造、疏于维护、滥用或不当使用。
- 若水疗中心搬迁至非原消费者收货地址，或其所有权已转移至其他方，则适用本条款。
- 消费者若未按《交货前指南》《按摩浴缸操作手册》或制造商/技术支持提供的其他说明要求，安装、维护及操作按摩浴缸，即视为违约或拒绝履行义务。
- 该按摩浴缸已被用于商业、工业或任何非住宅用途（包括但不限于租赁物业），或用于其未设计的用途。
- 使用三氯或次氯酸钙。
- 按摩浴缸使用第三方盐氯系统。非工厂安装的盐氯系统造成的损坏不在保修范围内。