



Manufacturer's Limited Warranty for Hydro Spas

Important Notice: Hydro Spas shall be referred to as the "MANUFACTURER" throughout this document. The following are detailed descriptions of our warranty policies and procedures. Certain exclusions and disclaimers may apply to these descriptions. These policies and procedures are subject to change at any time and without notice. This Limited Warranty is extended to the original purchaser only and terminates upon transfer of ownership. This warranty specifically excludes commercial, industrial, or other applications for which the spa was not designed.

Warranty Procedures

To register your purchase or request warranty service online, visit lpiinc.com/service-request. Submissions must include:

- * Owner's name, address, phone number, & email address
- * Address where the spa is installed
- * Retailer Name & State
- * Spa Serial Number
- * Thorough, detailed description of the problem
- * Photographs of the spa, the foundation, and the surrounding area

To request warranty service by phone, call 423-349-2900, option 6 Monday - Friday from 9 am to 5 pm EST. To request warranty service by mail, send submission information and photographs with a copy of your purchase receipt to LPI, Inc. 506 Twin Oaks Dr., Johnson City, TN, 37601, Attn Customer Service

The MANUFACTURER and its representative will contact the owner with claim resolution after reviewing the claim submission, pictures, and any other information the owner provides. In all cases, the MANUFACTURER must receive pictures of the affected area and the spa foundation before making any decision.

Labor Warranty

Labor is described as the work completed by a technician. The MANUFACTURER will be responsible for pre-authorized labor costs associated with warranty repairs for 90 days from the original date of purchase. The owner is responsible for ensuring the spa is accessible for repairs. Under the terms of this warranty agreement, the MANUFACTURER is not responsible for any cost associated with making the spa accessible for repair or for the cost of shipping parts that may be required for the repair.

Shell Warranty

Subject to the limitations and exclusions listed herein. The MANUFACTURER warrants the shell portion of the spa, which is defined as the water holding portion of the spa, for a period of five (5) years from the original date of purchase, against loss of water through the shell due to defects in material or workmanship.

Surface Warranty

The spa surface is defined as the exposed interior material finish. The MANUFACTURER warrants the spa surface to be free from defects in material and workmanship, such as blistering, cracking, or delamination, under normal use and maintenance for a period of three (3) years from the original date of purchase.

The spa must be placed on a level concrete slab sufficiently engineered to support the entire length and width of the spa when filled to capacity. Standard building practices must be followed. Damage caused by failure to have a properly leveled and supported foundation under the spa is not covered under warranty.

The MANUFACTURER does not warrant against surface variations that are the natural result of the compound mixture and do not compromise the shell, minor blemishes, scratches, cosmetic, color, and texture changes that occur with normal use, damage, fading, and staining of the spa surface caused by impact, scratching, abrasive, or corrosive cleaners. Surface damage associated with prolonged standing water, leaving the spa uncovered, empty of water, prolonged exposure to sunlight, or using any sanitation system not approved by the MANUFACTURER will terminate this warranty. Usually, problems associated with material and workmanship can and will be repaired. If the spa surface is repaired, the repair is limited to the affected area only, and there is no guarantee against discoloration or fading.

The MANUFACTURER and its field representatives will make the decision to repair or replace after reviewing the claim file, pictures, or any other information provided by the owner. In all cases, the MANUFACTURER must receive pictures of the affected area and the spa foundation before making any decision. In the unlikely event the spa is replaced, all warranties date back to the original date of purchase. If the surface is repaired, all of the conditions and terms outlined in the surface warranty section of this limited warranty apply. It is the responsibility of the spa owner to ensure the spa is accessible for repairs. Under the terms of this warranty agreement, MANUFACTURER is not responsible for any cost associated with making the spa accessible for repair or for the cost of shipping parts that may be required for the repair.

Structure Warranty

The MANUFACTURER warrants the structural integrity of the spa to be free from defects in material and workmanship under normal use and maintenance for a period of three (3) years from the original date of purchase.

The spa must be placed on a level concrete slab sufficiently engineered to support the entire length and width of the spa when filled to capacity. Standard building practices must be followed. Damage caused by failure to have a properly leveled and supported foundation under the spa is not covered under warranty.

This warranty does not cover structural damage caused by neglect, misuse, abuse, improper care or maintenance, dry rot caused by failure to reinstall or replace damaged cabinet panels, wet rot caused by exposure to standing water, insect or rodent damage, Act of God, damage that occurs when the spa is relocated after initial installation, or failure caused by any alteration or other external source. Normally, problems associated with material and workmanship can and will be repaired. If the spa structure is repaired, the repair is limited to the affected area only.

The MANUFACTURER and its field representatives will make the decision to repair or replace after reviewing the claim file, pictures, or any other information provided by the owner. In all cases, the MANUFACTURER must receive pictures of the affected area and the spa foundation before making any decision. In the unlikely event a spa is replaced, all warranties date back to the original date of purchase. If the structure is repaired, all of the conditions and terms outlined in the structure warranty section of this limited warranty apply. It is the responsibility of the spa owner to ensure the spa is accessible for repairs. Under the terms of this warranty agreement, the MANUFACTURER is not responsible for any cost associated with making the spa accessible for repair or for the cost of shipping parts that may be required for the repair.

Plumbing Warranty

The plumbing is defined as the factory-installed piping and fittings beneath the spa surface. The MANUFACTURER warrants all plumbing parts to be free from defects in material and workmanship for one (1) year from the original date of purchase.

The plumbing warranty does not cover parts above the spa surface, including jets, valves, and diverter handles. Seals and gaskets are maintenance items warranted to be free of manufacturing defects at the time of delivery only. This warranty does not cover damage or failure caused by weather, poor water chemistry, standing water, and/or improper maintenance. It is the responsibility of the spa owner to ensure the spa is accessible for repairs. Under the terms of this warranty agreement, the MANUFACTURER is not responsible for any cost associated with making the spa accessible for repair or for the cost of shipping parts that may be required for the repair.

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Components Warranty

The components are defined as the factory-installed electronic components, specifically the pumps, equipment packs, heaters, and topside controls. The MANUFACTURER warrants these components to be free from defects in material and workmanship for one (1) year from the original date of purchase.

This warranty does not cover damage or failure caused by improper installation, improper electrical connections, weather, poor water chemistry, standing water, and/or improper maintenance. Alterations, modifications, or replacement components installed in the spa that have not been pre-approved by the MANUFACTURER will terminate this warranty. It is the responsibility of the spa owner to ensure the spa is accessible for repairs. Under the terms of this warranty agreement, the MANUFACTURER is not responsible for any cost associated with making the spa accessible for repair or for the cost of shipping parts that may be required for the repair.

Other Warranties

Jets and pillows are warranted to be free from defects in materials and workmanship for one (1) year from the original date of purchase. This warranty specifically excludes discoloration or fading of plastics, corrosion of stainless components, sticking/seizing of jet internals or spinning nozzles after the initial installation. Since they can be replaced easily and specialized tools are not required, the owner is responsible for installation and all shipping charges.

Cabinet panels and corners are warranted to be free from defects in materials and workmanship for one (1) year from the original date of purchase. Normal wear, fading and weathering of the finish occurs naturally over time and is not considered a defect. This warranty does not cover damage or discoloration caused by use of unapproved cleaners, damaged caused by mishandling, over tightening screws, and improperly installing a cover lift, including inadequate support of lift components. Since cabinet panels can be replaced without specialized tools, the owner is responsible for installation and all shipping charges.

Fountains and other water features above the waterline, lights, ozonator, and UV sanitation system (excluding the UV-C bulb and quartz sleeve) are warranted to be free from defects in materials and workmanship for one (1) year from the original date of purchase.

The UV-C bulb and quartz sleeve are warranted to be free from defects in materials and workmanship for ninety (90) days from the original date of purchase. Since these are maintenance items and do not require specialized tools for replacement, the owner is responsible for installation and all shipping charges.

Factory-installed WiFi, audio and video components, speakers, and related parts are warranted to be free from defects in materials and workmanship for ninety (90) days from the original date of purchase.

The vinyl spa cover is warranted to be free from defects in materials and workmanship for 90 days from the original date of purchase. This warranty does not cover fading of vinyl and thread that naturally occurs with sun exposure and aging, damage caused by improper water chemistry or chemicals splashed on the cover, worn or torn vinyl, tie downs, and handles caused by dropping, dragging, or storing against sharp objects, water absorption or broken foam cores caused by punctures in or damage to the vinyl or plastic barrier, mishandling, or excessive weight loads. Since replacing the cover does not require specialized tools, the owner is responsible for installation and all shipping charges.

Parts replaced under this limited warranty are not covered under a separate warranty of any kind. The warranty for replacement parts reverts to the original spa warranty, including the coverage remaining for that part. Items not specifically mentioned in this limited warranty are warranted to be free from defects in materials and workmanship at the time of delivery only and do not qualify for coverage under the terms of this warranty agreement.

Warranty Exclusions

This limited warranty does not cover the following items. This is NOT an all-inclusive list.

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| * Shipping Charges | * Travel Charges | * Draining & Refilling | * Making the spa accessible | * Diagnostic Services |
| * Valve Handles | * Filters | * Fuses | * Seals & Gaskets | * Light bulbs of any kind |
| * Re-foaming | * Accessory items added after manufacturing | | * Leaks at heater and plumbing unions | |
| * Wi-Fi or audio reception and performance issues not caused by component failure | | | | |

This limited warranty is voidable if the spa has been subject to alteration, neglect, misuse, abuse, improper installation of the spa or electrical connections, water temperatures outside the range of 32°F-120°F (0°C-49°C) for any reason, freezing, standing water, absence of a hardcover, covering the spa with a plastic film of any kind, failure to maintain water chemistry properly, use of unapproved chemicals, dirty, clogged, or calcified filter cartridges, damage as a result of accidents, transportation, storage, or relocation, wind and power surges, Acts of God and other causes beyond the MANUFACTURER'S control, unauthorized repairs, or installation of unapproved components. This warranty is terminated if any components are installed or repairs or alterations of any kind are made or attempted without the MANUFACTURER'S prior consent and approval. The consumer is responsible for verifying any repairs and alterations are covered under warranty before they are attempted.

Repair or replacement is at the MANUFACTURER'S sole discretion. Repair is considered the appropriate course of action in all situations. In the unlikely event the spa must be removed for repair or replacement, the owner is responsible for all costs, including but not limited to removal of the spa, transportation, delivery and installation of the replacement spa, alterations or damages to landscaping, decking, fencing, and any other fixture or structure.

Disclaimer

The purchaser's sole and exclusive remedy is this limited warranty. Under no circumstance shall the MANUFACTURER'S liability, if any, exceed the actual amount paid for the original product. The MANUFACTURER neither assumes nor do we authorize any other person to assume for us, any other liability in connection with the sale of the spas we manufacture. The MANUFACTURER or any of its representatives shall not be liable for incidental or consequential damages, and shall not be liable for any injury, cost, loss, or other damages, whether incidental, consequential, special or punitive, caused by misuse or any defect, failure, or malfunction, whether the claim is based upon warranty, contract, negligence or otherwise. Some states do not allow exclusions of incidental or consequential damages, so these limitations may not apply to you.

This limited warranty specifically excludes and disclaims any and all implied warranties of merchantability and/or fitness for a particular purpose to the maximum extent permitted by applicable law. There are no other warranties, either express or implied, in fact or at law of any kind that extend beyond this limited warranty.

The dealer shall make this MANUFACTURER'S limited warranty available to consumers prior to purchase and provide a copy at the time of sale. No agent, dealer, distributor, service company or other party is authorized to make any promise of performance, change, modify or extend the terms of this limited warranty in any manner whatsoever. The MANUFACTURER will not be responsible for any statements or representations made in any form that go beyond, are broader than, or are inconsistent with this limited warranty. Some states do not allow limitations of remedies so these limitations may not apply to you. This limited warranty gives you specific legal rights and you may have other rights which vary from state to state. Any disputes arising from the purchase of a Hydro Spa or this warranty are governed by the laws of the State of Tennessee.