

# Limited Warranty

**This Limited Warranty is intended for the customer of Forward who purchase with Ex-factory pick up date after January 1, 2021.**

## **Spa Structure (refer in particular to stainless steel frame structure) ---5 years**

Forward warrants spa structure against damage (rust is not included) due to defects in the spa structure for five years to the customer from Ex-factory pick up date.

## **Shell Surface ---3 years**

Forward warrants the shell surface to the customer against water loss due to material failure including cracks, blisters, peeling and delaminating for a period of 3 years from Ex-factory pick up date.

## **Standard Equipment ---2 years**

Forward warrants the spa's standard equipment (included the pump(s), heater and control system, LED lighting system and O3 generator, jets, topside control valves and pipes against malfunctions due to defects in materials and workmanship for a period of 2 years to the customer from Ex-factory pick up date. Include only parts necessary to repair.

Jet inserts (including stainless steel) are not warranted against discoloration or fading.

Ozone system, pillows are warranted to be free from defects in materials and workmanship for a period of 1 year.

Fuses, Filter cartridges, waterproof spa protecting bag are wearing parts, which are not covered by this Warranty.

## **Optional Components ---1 year**

Forward warrants the optional components such as cover lifter, aromatherapy box, pop-up TV, dvd/mp3 player, Ipod/Iphone docking, pop-up speakers, subwoofer, UV disinfection device, pop-up fountains and all other unmentioned optional components to be free of defects in workmanship and materials for a period of 1 year to the customer from Ex-factory pick up date. Include only parts necessary to repair.

## **Cabinets ---2 years**

Forward warrants the cabinets to be free from defects in materials and workmanship for a period of 2 years to the customer from Ex-factory pick up date. Include only parts necessary to repair.

Scratches, as well as fading and weathering from exposure to direct sunlight on the cabinet side panels are considered normal wear and tear, which will occur naturally over time, and are not defects.

**Cover---1 year**

Forward warrants the spa cover against malfunctions due to defects in materials and workmanship for 1 years to the customer from Ex-factory pick up date. Include only parts necessary to repair.

Normal wear and tear is not defect, when use with the cover lifter, the wear and tear for cover's joint point which will be considered normal wear and tear.

**WARRANTY PERFORMANCE**

To obtain service in the event of a defect or malfunction covered by this Limited Warranty, notify Forward manufacturer as soon as possible and use all reasonable means to protect the spa from further damage. Meanwhile, send the spa serial number (located on the top of control box), a thorough description of the problem and photographs of the part with problem to the Forward manufacturer. Upon proof of the purchase and the proof of the defect or malfunction, Forward manufacturer will correct the defect or malfunction subject to the terms and conditions in this limited Warranty. There will be no charge for parts necessary to repair within this Limited Warranty. Include only parts necessary to repair (including the express fee).

Forward reserves the right to quest the customer to send back the broken parts for examination (the express fee for sending back the part should be paid by user/customer ).

If Forward determines the spa shell repair for the defect is not feasible, we reserve the right to provide a replacement spa equal in value to the original purchase price of the defective spa. Spa replacement is done only at the discretion of Forward. Reasonable costs for the removal of the defective spa, and delivery and installation will be the responsibility of the customer. The replacement spa will carry the balance of the original spa's warranty. Spa shell surface warranty as follows: For the first and second year dated from Ex-factory pick up date, 100% reimbursement equals to a new standard configuration spa (based on Ex-factory price); For the third year, 50% reimbursement equals to a new standard configuration spa (based on Ex-factory price). Balboa/Gecko/Spa-quip control system, Spa cover, step and other spa options are not included. Forward reserves the right to check the replaced spa at spot and request the customer to send back the cut piece of the spa shell. If the customer does not cooperate, Forward reserves the right not to reimburse.

**EXCLUSIONS**

All warranties hereunder are void if the spa has been subject to alterations (including after-market accessories), misuse or abuse or any repair of the spa has been attempted by a non-certified electrician. Alterations include but not limited to, any change to the components, replacement of components or addition of components without the written authorization from Forward.

Misuse includes careless handling of the spa, damages caused by improper and/or non-certified electrical hook-ups, failure to operate the spa in accordance with the instructions contained in the owner's manual provided with the spa, including incorrect start-up procedures, any use of the spa or any of its components in an application for which it was not designed, and damage caused by improper chemical balance( including any damage to spa components caused by scale build up to due to poor water chemistry), ice in the spa, damage to the spa surface by allowing un-dissolved sanitizing chemicals to lie on the surface or if our spa has been used for commercial purposes. Spa cover is not warranted against water absorption or any damage resulting from water absorption. Any damage resulting from the mishandling of the spa cover in any way is not

covered under warranty. Any damage caused by moving of the spa or improper installation (including insufficiently prepared or un-leveled ground) is considered abuse and any damage to the material or workmanship of spa cabinetry and floor in shipping or handling are expressly excluded from the Limited Warranty.

External appearance quality feedback for spa including damage to assembly parts or lack of assembly parts on the spa (including pillows, cabinets, jets, LED lights, pumps etc) reported after ninety days (90 days) of receipt are not covered under warranty.

Forward will not responsible for power company issues or improper electrical installations, damage or lack of performance resulting from high or low voltages outside operating parameters.

Forward will not be responsible for software and product upgrades throughout the life of the spa.

Forward expressly excludes warranty coverage on any of the following: Acts of nature including but not limited to damage resulting from lightning, storm, flooding, freezing, fire and any other acts of nature. Any spa installed in a commercial application. Any failure caused by improper cover use or damage to the spa surface by leaving the spa outdoors without the hot tub cover in place. The heat created by leaving the spa in direct UV light without a cover may cause surface damage with the acrylic and may also cause plastic parts to warp some fittings will leak or cease working as a result. These occurrences are not covered under warranty. The hot tub cover must be kept on the hot tub when not being used.

Scratches or micro-crazing in the spa shell surface is not covered under this Limited Warranty, Micro-crazing is defined as an area of tiny shiny lines visible in areas on the surface of some thermo-plastic sheets. This phenomena, although rare, is known to occur in many types of plastic sheet materials. The surfaces of thermoformed acrylic hot tubs are not immune to this possibility.

Damaged caused by unapproved sanitizers such as tri-cholor, acids, calcium hypochlorite, sodium hypochlorite, peroxides, any sanitizing chemical that may remain un-dissolved on the spa surface. Any and all sanitization systems used in the spa must be factory approved prior to installation or your warranty is void.

## **All WARRANTIES**

The warranties contained herein are all of the warranties provided by Forward to the customer, and to the extent permitted by law. All warranty claims must be submitted within the warranty period. Forward reserves the right to repair or replace components or materials at its option. 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 any authorized literature or specifications furnished by Forward.