

THE WARRANTY

JACUZZI® HOT TUB PRODUCTS

Jacuzzi® hot tubs are built to the highest standard utilising over 60 years of global industry experience. In the unlikely event that you experience any problems with your hot tub, Jacuzzi Spa & Bath Ltd have you covered with the below warranty programmes which are supported by an experienced network of UK based authorised dealerships and Jacuzzi's own Engineer Team. We also have dedicated Customer Care Team on hand to contact with any questions or issues.

Warranty durations vary dependent on the product series you choose. A full breakdown of the hot tub series and warranty durations can be found below.

Please note this warranty does not apply to hot tubs purchased for a commercial setting.

JACUZZI® DOMESTIC WARRANTY

This Warranty applies to the owner of a Jacuzzi® hot tub installed after January 1st 2018 for domestic purposes in the United Kingdom.

We are Jacuzzi Spa and Bath Limited (company registered number 08295533) of Old Mill Lane, Hunslet, Leeds, LS10 1RB.

This Warranty is transferrable upon the sale of a property at which the spa is located for the remainder of the warranty period set out below, to the purchaser of that property.

PRODUCT WARRANTY

If you discover a defect in your spa product we will carry out an investigation and replace any defective components free of charge during the warranty covered period. The following warranty periods apply to your spa provided that it is purchased from us or an authorised dealer:

NB – in this warranty, a year shall mean the period of 12 calendar months.

The below table demonstrates the key warranty areas offered by Jacuzzi Spa and Bath Limited as well as the different durations given dependent on hot tub model.

Warranty Area	J-500™ & J-400™	J-300™	J-200™	Italian Spa Collection
Shell Structure	10 Years	10 Years	5 Years	5 Years
Shell Surface	7 Years	7 Years	4 Years	4 Years
Equipment & Controls	4 Years	3 Years	2 Years	2 Years
Plumbing Components	4 Years	3 Years	2 Years	2 Years
Cabinet	5 Years	5 Years	1 Years	1 Years



Below breaks down what each of the warranty area encompasses:

Shell Structure - Jacuzzi® hot tubs are warranted against water loss due to defects in the spa shell.

Shell Surface - Jacuzzi® hot tubs are warranted against blistering, cracking, or delaminating of the interior surface of the spa shell.

Equipment and Controls - Jacuzzi® hot tubs electrical equipment components – specifically limited to the pumps, heater, and control system – are warranted against malfunctions due to defects in workmanship or materials.

Plumbing Components - Jacuzzi® hot tub plumbing components are warranted against leaks due to defects in workmanship or materials.

Cabinet - Jacuzzi® hot tubs synthetic cabinets are warranted against defects in workmanship or materials.

WARRANTIES FOR OTHER COMPONENTS

- The fuses, headrests, cabinet finish and filters are warranted to be free of defects in workmanship or materials for 30 days following delivery.
- The factory installed CLEARAY® water purification system is warranted against malfunction due to defects in workmanship or materials for one year from the original date of purchase, except the UV-C bulb and quartz tube, which are warranted for ninety (90) days from the original date of installation.
- All stereo related components (receiver, speakers, subwoofer, stereo media locker, power supply, wireless remote control, etc.) are warranted against malfunction due to defects in workmanship or materials for one year from the original date of delivery.
- All other factory installed components not mentioned specifically including, but not limited to the wood frame, jets, diverter valves, LED Lighting systems, filter shield and mechanical components are warranted against malfunction due to defects in workmanship or materials for two years from the original date of purchase.

GENUINE JACUZZI® PARTS & ACCESSORIES

Genuine Jacuzzi® brand parts & accessories (Genuine Parts or Accessories) are built to our highest standards of quality, durability and performance, and they are designed to work with your spa to ensure optimal performance and function.

This Warranty is void if we or our designated representative determine that the spa has been subjected to damage or failure due to the installation of parts and/or accessories that are not Genuine Parts or Accessories.

This disclaimer includes, but is not limited to filters, UV-C bulbs, ozone systems, repair parts and other accessories.

REGISTRATION AND NOTIFICATION

Please register your new spa within 7 days of delivery. You can register your new spa by signing up to our Jacuzzi® Club at www.jacuzzi.co.uk.

Hot tubs must be registered before any authorized service work can be performed.

To obtain service in the event of a defect covered by this Warranty, you should notify us either in writing or by telephone to the number below, or to your dealer, as soon as possible upon becoming aware that a fault has arisen. Upon proof of purchase, a designated service representative will correct the defect subject to the terms and conditions contained in this Warranty.

Upon becoming aware of a fault with your spa you should take all reasonable steps to ensure that no further damage is caused to it, for example by ceasing to use the stereo system or other component system (as appropriate), or the spa itself, until such a time as we or our authorised dealer are able to repair the fault.

There will be no charge for parts or labour to repair a defect with the spa. You are required to provide clear and uninterrupted access to the spa to enable the defect to be repaired. If we are unable to access the spa when attending a repair we may refuse to carry out the repair until such a time as access is provided; in these circumstances we may charge you for our reasonable travel and any other expenses incurred in attending at your property.

In the event that the spa is removed to a repair facility for repair and reinstalled, the cost of removal and reinstallation will be at our expense or that of our authorised dealer.

We reserve the right, at our sole discretion, to either repair or replace any spa (or part of it) that is the subject of this Warranty. In the event that we choose to provide a replacement spa, it will be at least of an equal value and specification to that which is replaced. In such an event, reasonable costs for removal of the original spa, shipping costs from the factory for the replacement spa and delivery and installation of the replacement will be our responsibility.

Any replacement part or spa will carry the balance of the original spa's warranty. Spa covers are not included.

WARRANTY LIMITATIONS

The product guarantee is only valid for products used in the United Kingdom and installed in a domestic environment. This Warranty is void where defects occur from:

- general wear and tear, or alteration;
- repair by a person not authorised by us or our authorised dealer;
- misuse or negligent use which include any installation, operation or maintenance of the spa other than in accordance with the instructions contained in the owner's manual provided with the spa, including but not limited to the failure to maintain proper water chemistry and chemical balance and the use of abrasive or improper cleaners or parts which are not Genuine Parts and Accessories;
- damage arising in transit by a carrier that is not provided by us or our authorised dealer
- the commercial use of the products.

Some parts of the spa are manufactured from natural materials (or man made materials replicating natural materials) which may change in the ordinary course of their lifespan; this may affect the look and feel of the spa. As such these are not regarded as defects, and include (without limitation):

- Products that have yellowed or changed colour in sunlight;
- Products that have failed as a result of the ingress of moisture that are typical as a consequence of use.

This Warranty does not provide cover for insulating covers, or any item attached to or installed on the spa by you.

You accept liability for repair work performed by anyone other than by us or our representative.

THIS WARRANTY DOES NOT AFFECT YOUR STATUTORY RIGHTS

