

## **Strong Spas Warranties**

### **Premium DURA-LAST Acrylic Spa Cabinet: LIFETIME WARRANTY**

Strong Spas warrants the original retail purchaser the integrity of the spa's cabinet structure and/or factory installed hardcover will not rot, crack or peel for as long as the customer owns the spa. If the spa does not maintain its integrity we will repair or replace it. This warranty applies to these spa models: Milan 46/ 56, Barcelona 50/65, Vienna 60/75 and Madrid 60/75.

### **Elite Ultra-tec Acrylic Spa Cabinet: 5 YEAR WARRANTY**

Strong Spas warrants the original retail purchaser the integrity of the spa's cabinet structure and maintenance-free skirt against defects in workmanship or materials for 5 years from the date of purchase at the original delivery location. This warranty covers these spa models: Vienna 54, Madrid 54, Barcelona 44, Milan 36, Milan 26, Monaco 20.

### **Rotationally Molded Spa Cabinet: LIFETIME WARRANTY**

Strong Spas warrants the original retail purchaser the integrity of the spa's cabinet structure will not rot, crack, or peel for as long as the customer owns the spa. If spa does not maintain its integrity we will repair or replace it. This warranty covers these spa models: G-6 Luxury, G-2 luxury, G-6, G-2, Antigua, Cyprus and Rio.

### **Acrylic Spa Surface: 7 YEAR WARRANTY**

Strong Spas warrants the original retail purchaser the surface integrity of the spa against blistering or delaminating as a result of defects in material or workmanship for a period of 7 years. Any acrylic surface which does not meet this integrity will be repaired or replaced.

### **Plumbing & Equipment (see table below)**

Strong Spas warrants the original retail purchaser the integrity of the spa's plumbing against leaks as a result of defects in material or workmanship.\* Strong Spas warrants the original retail purchaser the integrity of the spa's Equipment Pack (pumps, heater, control system) to be free from defects in material and workmanship\* from the date of the original retail purchase.

\*Maximum Reimbursement for Durasport models is \$70. Maximum reimbursement for plumbing & equipment on other models is \$80.

<i>Model Line (Hot Tub Model Specific Information)</i>	<i>Cabinet</i>	<i>Shell</i>	<i>Plumbing &amp; Equipment</i>	<i>Light, Ozone</i>	<i>Labor</i>
Premium Acrylic Spas: Milan 46/ 56, Barcelona 50/65, Vienna 60/75 and Madrid 60/75	Lifetime	7 years	5 years	1 year	3 years
Elite Acrylic Spas: Vienna 54, Madrid 54, Barcelona 44, Milan 36, Milan 26, Monaco 20	5 years	5 years	2 years	1 year	2 years
Roto-Molded Spas: G-6 Luxury, G-2 luxury, G-6, G-2, Antigua, Cyprus and Rio	Lifetime	Lifetime	1 year	1 year	1 year*

\*standard 90 day labor on RIO. 1 year extension optional.

### Warranty Specifics:

Please Note: Electrical Connections must be made by a qualified, licensed residential electrician. 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 Owner's Manual for additional information.

- **Ozonators:** Strong Spas warrants the original retail purchaser that the factory installed ozonators will not malfunction due to defects in workmanship for a period of 1 year from the date of the original retail purchase.
- **Cabinet Structure and Hard Cover:** Strong Spas warrants the original retail purchaser that the factory installed acrylic series cabinet structure will have a lifetime warranty.
- **LED Lighting:** Strong Spas warrants the original retail purchaser that the factory installed LED Lighting System will have a 1 year warranty to be free from defects in workmanship and materials from the date of the original retail purchase.
- **Sound System:** Strong Spas warrants the original retail purchaser that the factory installed Sound System will have a 90 day warranty to be free from defects in workmanship and materials from the date of the original retail purchase.

### Exclusions:

This limited warranty is enforceable only by the original retail purchaser. Fuses, covers, light bulbs, light lenses, spa pillows, seals on pump and motor, and any dealer installed accessories are specifically excluded from this limited warranty.

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

- The spa has been subject to alteration, neglect, misuse or abuse.
- Any damages caused by failure to install, maintain and operate the spa in accordance with the recommendations contained in Strong Spas Owner's Manual.
- Any and all costs of spa's removal and replacement, including but not limited to, removal and transportation, damages to landscaping and house structures.
- The spa has been used in a non-residential application or an application in which it was not designed.
- 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.

- 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 erosion or discoloration of stainless jets.
- Any repairs that are done by anyone other than authorized Strong Spas agent, or anyone without expressed written permission by Strong Spas warranty department.
- Any and all costs associated with obtaining warranty service. Strong Spas provides a maximum reimbursement of \$80 and is not responsible for any form of Trip Charge requested by a service provider.
- Do not use third-party salt-based systems in your spa! Damage caused by salt-based systems that have not been factory installed will not be covered under your warranty.

**IMPORTANT:** Strong Spas warranty is void if the spa is moved to any location that is not the original 'Ship To' address.

**DISCLAIMERS:** STRONG SPAS 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 STRONG SPAS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, THE LIABILITY OF STRONG SPAS 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 ORIGINAL DATE OF PURCHASE AND 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 STRONG SPAS OR ITS AUTHORIZED AGENTS.

**LIMITATIONS:** THIS LIMITED WARRANTY IS NONTRANSFERABLE AND ONLY APPLIES TO THE ORIGINAL PURCHASER. 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 STRONG SPAS 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 1-800-STRONG9**