



# Spa Warranty

## Essential Hot Tubs Limited Warranty

### Spa Cabinet: 5 years

Essential Hot Tubs (maker of Strong™ Spas) warrants the original retail purchaser the integrity of the spa's surface against warping, cracking, or peeling as a result of defects in material or workmanship for 5 years. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

### Spa shell: 10 years

Essential Hot Tubs (maker of Strong™ Spas) warrants the original retail purchaser the integrity of the spa's shell against water loss through the spa shell as a result of defects in material or workmanship for 10 years. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

### Shell surface: 5 years

Essential Hot Tubs (maker of Strong™ Spas) warrants the original retail purchaser the integrity of the spa's surface against cracking, blistering, discoloration, or delaminating as a result of defects in material or workmanship for 5 years. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

### Plumbing & equipment: 2 years

Essential Hot Tubs (maker of Strong™ Spas) warrants the original retail purchaser the integrity of the spa's plumbing against loss of water from any factory-installed plumbing or filtration systems as a result of defects in material or workmanship for a period of 2 years parts and 1 year labor.

Essential Hot Tubs (maker of Strong™ Spas) warrants the original retail purchaser the integrity of the spa's electrical components including pump, heater, ozonator, control system, or air blower to be free from defects in material and workmanship for a period of 2 years parts and 1 year labor.

### Replacement Only: 1 year

Essential Hot Tubs (maker of Strong™ Spas) warrants the original retail purchaser the integrity of the spa's accessories (where applicable): Including jet caps, pillows, and spa cover for one year.

**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 Owners Manual for additional information.

### 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 Essential Hot Tubs / 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, 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 any one other than authorized Essential Hot Tubs / Strong Spas agent, or anyone without expressed written permission by Essential Hot Tubs / Strong™ Spas warranty department.\
- 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:** Essential Hot Tubs Warranty is void if the spa is moved to any location that is not the original 'Ship To' address.

**DISCLAIMERS:** TO BE COVERED UNDER THE Essential Hot Tubs (MAKER OF STRONG™ SPAS) WARRANTY YOU MUST REGISTER YOUR PRODUCT WITHIN 30 CALENDAR DAYS OF DELIVERY. Essential Hot Tubs (MAKER OF 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 Essential Hot Tubs (MAKER OF STRONG™ SPAS) HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, THE LIABILITY OF Essential Hot Tubs (MAKER 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 Essential Hot Tubs (MAKER OF 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 Essential Hot Tubs (MAKER OF 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 1.800.787.6649**

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.