

LIMITED WARRANTY

THREE YEAR SPA SHELL STRUCTURAL AND SURFACE

The spa shell is warranted against blistering, cracking, or delamination for three (3) years from the original purchase date. The spa shell is also warranted to not leak for a period of three (3) years from the original purchase date.

TWO YEARS PLUMBING

Spa fittings and internal plumbing lines are warranted against leaking due to defects in materials for a period of two (2) years from the original purchase date, including parts.

ONE YEAR WORKMANSHIP

Workmanship on the spa fittings and internal plumbing lines are warranted for a period of one (1) year from the original date of labour repairs.

TWO YEARS EQUIPMENT

The equipment system (pumps, control system and the heater) is warranted against defects in material or workmanship for a period of two (2) years from the original purchase date.

ONE YEAR ALL WEATHER CABINET

The All Weather cabinet is warranted against cracking or delamination for one (1) year from the original purchase date.

LIMITED WARRANTY

Escape spa warranties are for the period set out hereunder and include provision of parts for the term of the warranty and of labour for the ONE (1) year from the date of purchase.

STRUCTURAL AND SURFACE WARRANTY

The Escape spa shell is structurally warranted not to leak through the shell for THREE (3) years from the original date of delivery to consumer.

The acrylic surface of the Escape spa shell is warranted against blistering, cracking, or delaminating for THREE (3) years.

Escape Spas will repair or replace, at its option, any shell found to be defective.

PLUMBING WARRANTY

Escape spa fittings, hydrotherapy jets, skimmers, suction fittings and internal plumbing lines are warranted against leaking due to defects in materials for TWO (2) years from the original delivery date. Escape Spas will repair or replace, at its option, any internal plumbing component found defective under the terms of this warranty. No charge for parts or labour will be made for the first year, provided the component is returned, at owner's expense, to an authorized Escape Spas Representative.

WORKMANSHIP WARRANTY

Workmanship on Escape spa fittings, hydrotherapy jets, skimmers, suction fittings and internal plumbing lines are warranted against leaking due to defects in materials for ONE (1) year from the original date of purchase.

EQUIPMENT WARRANTY

The Escape equipment system (pumps, control system and the heater) is warranted against defects in materials or workmanship, for TWO (2) years from the original delivery date. Escape Spas will repair or replace, at its option, any equipment component found defective under the terms of this warranty. No charge for parts or labour will be made for the first year, provided the component is returned, at owner's expense, to an authorized Escape Spas Representative.

ALL WEATHER CABINET WARRANTY

The Escape spa All Weather cabinet is warranted against defects in materials or workmanship for ONE (1) year from the original delivery date.

SPA COVER WARRANTY

The Escape spa cover is warranted against defects in materials or workmanship for ONE (1) year from the original delivery date.

LED LIGHT & AUDIO/VIDEO WARRANTY

Factory installed LED lights are warranted for one (1) year from the date of original delivery. Labour is not included.

Factory installed audio and video systems are warranted against defects in materials or workmanship for one (1) year from the date of original delivery. Labour is not included.

SPECIFIC EXCLUSIONS TO ALL ESCAPE SPAS WARRANTIES

All Escape Spas warranties, including, but not limited to structural and surface warranty, plumbing warranty, workmanship warranty, equipment warranty, all weather cabinet warranty and spa cover warranty, are subject to the following conditions:

Commercial Settings

1. Escape Spas warranties do not apply to Escape Spas used for commercial purposes or in commercial settings;

Spa Covers

2. All Escape Spas' warranties are void in the event that the spa cover is not present on the spa at all time when not in use.

Non Warranted Repairs

3. Non-defective replacement parts required to perform or complete warranty repairs will not be covered under the terms of any Escape Spa Warranty.

Damage to Spa

The following items are specifically excluded from any Warranty coverage:

4. Spas, when empty of water and left in direct sunlight without the spa cover in place, are vulnerable to ultraviolet or solar damage. Temperatures generated by sunlight can become concentrated in the shell surface causing the shell material to delaminate. This occurrence is considered abuse and may result in surface blisters, bubbles, or large layer delaminating. This occurrence is not covered under warranty. The spa cover must be kept on the spa while empty of water sand when not in use.
5. The warranty shall be invalid if the spa has been subjected to any alterations, misuses, abuses, or if any repairs are attempted by anyone other than an authorised representative of Escape Spas.
6. Damage resulting from operating the spa at a water temperature outside the range of 1° C to 48° C for any reason.
7. Spa surface damage or discoloration resulting from improper maintenance:
 - a. The use of sanitizers such as Tri-chlor (tablets or sticks), calcium hypochlorite, sodium hypochlorite, and any chemical that may dissolve or remain un-dissolved on the spa shell or cabinet surface.
 - b. Damage and/or staining caused by mineral or chemical content of the spa water.
 - c. Spa surface damage or discoloration caused by improper use of a chemical dispenser.
 - d. The use of citrus-based cleaning solutions or "409" type cleaners.
8. The filter lid is not designed to support weight loads and must not be used as a seat. This occurrence is considered abuse and is not covered under this warranty.
9. Damage caused by failure to follow procedures defined in the owner's manual/guides.
10. Damage caused by improper or incorrect electrical connection.
11. Spa pillows, spa filter element, and spa hose bib and valve.
12. Scratches and damage caused by normal use.
13. Damage caused by improper installation, including, but not limited to, installing spa on unstable surface, or moving the spa.
14. A crack is defined as a break in the shell that goes all the way through the shell. Cosmetic scratches, gouges and crazing are not considered cracks.
15. Acts of nature, accidents, or other causes beyond the control of Escape Spas.

WARRANTY PERFORMANCE

Warranty coverage is extended to the original consumer purchaser for personal, family or household use, from the date of original delivery and cannot be assigned or transferred by the original consumer purchaser to any other person or entity. In order to provide you with better service, please register your new spa within 7 days of delivery. You can register your spa by mailing your registration card to Escape Spas. This will show proof of purchase and help validate your warranty. Spas not purchased from an Authorised Escape Spas Dealer are specifically excluded from warranty coverage of any kind.

Where an Escape Spas warranty is in force and applicable, such warranty shall include the costs of all parts and labour.

Escape Spas warranties apply to a service radius of fifty (50) kilometres from Escape Spas' business locations. Warranty services required outside a radius of fifty (50) kilometres from Escape Spas' business locations shall incur additional travel charges payable by the purchaser/customer. Escape Spas is not liable for any travel, freight, shipping, removal and/or installation costs associated with warranty work on an Escape Spas Spa outside a radius of fifty (50) kilometres from Escape Spas' business locations.

The customer will bear all freight costs for parts or spas returned to an authorised Escape Spas Representative for repairs that prove to be non-warranted problems.

Escape Spas MUST preauthorise the return of all defective spas and parts. Pre-authorisation is required for all in-field service and related travel costs where there is no authorised Escape Spas Dealer.

Escape Spas will, at its sole option, repair or replace any spa or component found to be defective under the terms and conditions of this warranty.

Escape Spas reserves the right to substitute a spa or component of equivalent value, either new or factory reconditioned and any such repair or replacement shall assume as its warranty only the remaining portion of the warranty on the original product.

Where possible, Escape Spas shall source and use local trade in the provision of warranty services, however, Escape Spas reserves the right to source and employ appropriate non-local labour services and technicians to provide warranty services.

WARRANTY COVERAGE

Spa surface repairs will be made to function satisfactorily. In the absence of a local authorised Escape Spas Dealer, to obtain warranty service, either email to: service@escapespas.com.au or notify in writing "Escape Spas, Attention: Warranty Service, PO Box 242, Patterson Lakes, Victoria, 3197, Australia within 7 days of the time the problem becomes apparent. Correspondence must be accompanied by original customer purchase receipt and delivery receipt.

DISCLAIMERS

Except as expressed herein, there shall be no other warranty or obligation, expressed or implied, oral or statutory. No agent, dealer, distributor, service company, or other party is authorised to change, modify or extend the terms of this warranty. Escape Spas, its agents, or employees shall in no event be liable for injury to any person, or for any claim for damage, however arising.

All consequential expenses including loss of use, chemicals, damages, or contingent liabilities arising out of any alleged deficiencies of the spa are specifically excluded. In no event shall Escape Spas be liable for any reason or cause in excess of the amount paid for the product in question. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from jurisdiction to jurisdiction.

Escape Spas Serial No.: _____

Escape Spas Model: _____

Date Purchased: _____

Escape Spas Dealer: _____

Dealer Address: _____

Dealer Telephone: _____