

MANUFACTURER WARRANTY HOLIDAY HOT TUB RANGE

This warranty is only valid for spas ordered from **1 June 2025**

3 Year No Leak Shell Warranty: The manufacturer warrants against water loss due to defects in the spa shell for 3 years.

5 Year Frame Structure Warranty: The manufacturer warrants against, if due to the failure of the support caused by poor design, materials and production, if the product cannot be used during the warranty period.

2 Year Shell Surface Warranty: The manufacturer warrants the acrylic and surface material of the spa to be free from defects in materials and workmanship including cracks, blisters, peeling and delimitation for 2 years.

1 Year No Leak Plumbing Warranty: The manufacturer warrants your spa against leaks caused by defects in materials and workmanship for 1 years. This warranty specifically covers leaks from the wall fittings, jet fittings, internal plumbing, internal glue joints, drains, hoses, and all bonded parts.

3 Years Component Warranty: Jets, air valves, levers, and other spa components are warranted against defects in materials and workmanship for 3 years. Some parts, most of which can be changed out without the use of tools (such as filter cartridges, filter lid, spa pillows and cover locks), are not included in this warranty, but they are warranted to be free from defects in materials and workmanship at the time of delivery to you. Spa covers and other spa accessories are specifically excluded from this warranty.

1 Year Component Warranty: The manufacturer warrants the electrical components, pumps, not including fuses or seals, and other spa components against defects in materials and workmanship for 1 year.

3 Year Simulated Wood Warranty: The manufacturer warrants the simulated wood cabinet material to be free from defects in materials and workmanship for two years. This warranty specifically covers the cabinet's structural integrity (exclusive of surface stain), including the material and assembly. The simulated wood cosmetic finish is warranted to be free from defects in materials and workmanship at the time of initial delivery. Fading and weathering of the surface may occur naturally over time and are not defects. To maintain the cabinet's appearance, refer to the spa Owner's Manual for proper care and maintenance instructions.

1 Year LED Light Assembly Warranty: The manufacturer warrants the factory-installed light assembly, which includes underwater and bar top lighting, to be free from defects in materials and workmanship for 1 year.

1 Year Wireless Audio System Warranty: The manufacturer warrants the factory installed wireless audio system, if applicable, will be free from defects in material and workmanship for 1 year.

General Warranty Conditions

- Warranty parts dispatched within **48 hours** once approved (subject to stock).
- Warranties **reduce to 12 months** if not registered within **14 days** of collection.
- Broken, missing, or damaged parts** must be reported within **3 days** of collection.

Terms & Exclusions

- Applies only to the original purchaser and within the country of purchase.
- Warranty is void if the spa is relocated, resold, or improperly maintained.
- Chemical damage, limescale, or sanitiser misuse is not covered.
- Covers are excluded from chemical damage claims.
- Pillows must be removed when not in use; damage after delivery not covered.

Warranty Limitations

- Contact us within **30 days** of noticing a defect with **images**.
- Include written notice and **proof of purchase**.
- The manufacturer may inspect the issue before approval.
- Replacement parts are invoiced, then credited once the faulty part is returned.
- Labour or travel charges are **not covered** unless otherwise agreed.

How to Make a Claim

Please **log a claim using the support portal on our website** or contact the support team below. Manufacturer reserves the right to inspect the spa before processing your warranty claim.

Log a claim online and attach images of the fault:
<https://hydrospas.co.uk/service-request-form/>

☎ 0203 535 7729

✉ support@hydrospas.co.uk

Additional Information

*Warranty needs to be registered within 14 days of collection.

**Broken / missing / damaged parts must be reported within 3 days of collection.

***Any defect found must be reported within 30 days with images.

Any defects not reported in time may be rejected.

Hydrospas Limited

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