



Warranty

At Simply Spas, we sell great spas and value long-term relationships. We want you to be happy with your spa today and in the future. Our experience in the spa business allows us to sell great spas, using only the best components, to that end we select manufacturers who share our commitment to customer service.

Enjoy your spa knowing that we will be here with the expertise, experience and dedication needed to support you in the years to come.

- We choose our manufacturers very carefully and they underwrite the warranty. Our manufacturers send out parts promptly and free of charge within the warranty period, after this a charge will be made. During the warranty period and after, we are here to source parts for you and help to get you right back into your spa.
- All of our hot-tubs have a 25 year warranty on the construction and frame.
- All of our hot-tubs have a 5 year delamination warranty on the shell, calculated on a sliding scale.
- All our hot-tubs have a one or two year warranty on all faulty electrical components and faulty plumbing components.
- All our hot-tubs have a parts only warranty unless labour is specifically stated in writing on the invoice. Spas that have a parts and labour warranty benefit from free parts and onsite labour, travel to and from the customers house will incur a charge unless agreed in writing during the sale and written on the invoice.
- Spas with a parts only warranty will have parts supplied under the terms of the warranty however onsite labour and travel to and from the customers house is at the cost of the customer.
- We offer ongoing free chemical and maintenance advice and pride ourselves on delivering the very best in after sales service.

Warranty information

- a) All manufacturers' equipment and apparatus installed as provided for in this contract shall carry the full warranties supported by the limited warranties on the manufacturer.
- b) Warranties are effective only if the buyer has complied with all the terms and conditions, payments and provisions of the contract.
- c) The seller will endeavour to repair under issued warranties any products or parts found defective in materials or workmanship under the terms of the manufacturer's warranties
- d) Relocation of the spa, unless approved or conducted by the seller or his agent, will void any warranty.
- e) The warranty on delamination of the shell is 5 years declining.

1st year	100%
2nd	80%
3rd	60%
4th	40%
5th	20%

The warranty is effective only to the original buyer of the spa. All warranties are vested with the equipment manufacturer. For all Hot tub products, please note that failure to supply the recommended power will void the manufacturer warranty.

Poor water balancing will cause high levels of pH or water hardness resulting in limescale build up on heaters, internal pipework, jets, pumps, shell etc, this is not covered under warranty.

Poor filter cartridge conditions can cause faults with hot tubs damaging spa components and is not covered under warranty.

Parts broken by the owners negligence are not covered under warranty.

Freezing conditions can cause damage to your spas components and pipework if the spa is left unused and not winterised correctly, this is not covered under warranty.

Filling your spa with boiling hot water will void the manufactures warranty

Any headrests in any Hot Tub/Spa/Swim Spa are not covered under warranty.

Cover clips are not covered under warranty. Covers have a one year warranty against a manufacturing fault, not general use.

Cover lifters have a one year warranty against a manufacturing fault, not general use. Filters and other consumables are not covered under warranty.