

WARRANTY DOCUMENT

This Warranty applies to the owner of a Sun & Soul™ Spa installed after 1st January 2024 for commercial purposes in a business environment, within the United Kingdom.

We are Jacuzzi Spa and Bath Limited (company registered number 08295533) of Jacuzzi Group Head Office, Unit 8 Turnberry Park Road, Guildersome, Leeds, LS27 7LE

This Warranty is transferrable upon the sale of a property at which the spa is located for the remainder of the warranty period set out below, to the purchaser of that property.

PRODUCT WARRANTY

As a result of the care and attention to detail that we invest in the manufacture of our spa products, we are confident that they will perform as desired for many years. However, occasionally defects do arise; should you discover a defect in your spa product we will carry out an investigation and replace any defective components free of charge within warranty. The following warranty periods apply to your spa provided that it is purchased from us or an authorised dealer:

NB – in this warranty, a year shall mean the period of 12 calendar months.

1 YEAR SHELL STRUCTURE

Spas are warranted against water loss due to defects in the spa shell for one year from the original date of installation.

1 YEAR SHELL SURFACE

Spas are warranted against blistering, cracking, or delaminating of the interior surface of the spa shell for one year from the original date of installation.

1 YEAR EQUIPMENT AND CONTROLS

Spas electrical equipment components – specifically limited to the pumps, heater, and control system – are warranted against malfunctions due to defects in workmanship or materials for one year from the original date of installation.

1 YEAR PLUMBING COMPONENTS

Spas plumbing components are warranted against leaks due to defects in workmanship or materials for one year from the original date of installation.

1 YEAR CABINET

Spas synthetic cabinets are warranted against defects in workmanship or materials for one year from the original date of installation.

WARRANTIES FOR OTHER COMPONENTS

The fuses, cabinet finish and filters are warranted to be free of defects in workmanship or materials for 30 days following delivery.

The factory installed UV water purification system is warranted against malfunction due to defects in workmanship or materials for one year from the original date of purchase, except the UV-C bulb and quartz tube, which are warranted for ninety (90) days from the original date of installation.

All other factory installed components not mentioned specifically including, but not limited to the wood frame, jets, diverter valves, LED Lighting systems, filter shield and mechanical components are warranted against malfunction due to defects in workmanship or materials for one year from the original date of purchase.

GENUINE SUN & SOUL™ PARTS & ACCESSORIES

Genuine SUN & SOUL™ brand parts & accessories (Genuine Parts or Accessories) are built to our highest standards of quality, durability and performance, and they are designed to work with your spa to ensure optimal performance and function.

This Warranty is void if we or our designated representative determine that the spa has been subjected to damage or failure due to the installation of parts and/or accessories that are not Genuine Parts or Accessories.

This disclaimer includes, but is not limited to filters, UV-C bulbs, repair parts and other accessories.

This Warranty is void if and to the extent that we or our designated representative determine that the defect arises from parts and/or accessories (and/or their installation) that are not Genuine Parts or Accessories.

This disclaimer includes, but is not limited to repair parts and other accessories.

REGISTRATION AND NOTIFICATION

To obtain service in the event of a defect covered by this Warranty, you should notify us either in writing or by telephone to the number below, or to your dealer, as soon as possible upon becoming aware that a fault has arisen. Upon proof of purchase, a designated service representative will correct the defect subject to the terms and conditions contained in this Warranty.

Upon becoming aware of a fault with your spa you should take all reasonable steps to ensure that no further damage is caused to it, for example by ceasing to use the stereo system or other component system (as appropriate), or the spa itself, until such a time as we or our authorised dealer are able to repair the fault.

There will be no charge for parts or labour to repair a defect with the spa. You are required to provide clear and uninterrupted access to the spa to enable the defect to be repaired. If we are

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unable to access the spa when attending a repair, we may refuse to carry out the repair until such a time as access is provided; in these circumstances we may charge you for our reasonable travel and any other expenses incurred in attending at your property.

In the event that the spa is removed to a repair facility for repair and reinstalled, the cost of removal and reinstallation will be at our expense or that of our authorised dealer.

We reserve the right, at our sole discretion, to either repair or replace any spa (or part of it) that is the subject of this Warranty. In the event that we choose to provide a replacement spa, it will be at least of an equal value and specification to that which is replaced. In such an event, reasonable costs for removal of the original spa, shipping costs from the factory for the replacement spa and delivery and installation of the replacement will be our responsibility.

Any replacement part or spa will carry the balance of the original spa's warranty. Spa covers are not included.

WARRANTY LIMITATIONS

This Warranty is only valid for products used in the United Kingdom and installed in a commercial environment. In registering your product you warrant and represent that the spa is not used in a domestic setting.

This Warranty is void where defects occur from:

- General wear and tear, or alteration;
- Repair by a person not authorised by us or our authorised dealer;
- Misuse or negligent use which include any installation, operation or maintenance of the spa other than in accordance with the instructions contained in the owner's manual provided with the spa, including but not limited to the failure to maintain proper water chemistry and chemical balance and the use of abrasive or improper cleaners or parts which are not Genuine Parts and Accessories;
- Damage arising in transit by a carrier that is not provided by us or our authorised dealer.
- Some parts of the spa are manufactured from natural materials (or man-made materials replicating natural materials) which may change in the ordinary course of their lifespan; this may affect the look and feel of the spa. As such these are not regarded as defects, and include (without limitation):
- Products that have mellowed or changed colour in sunlight;
- Products that have failed as a result of the ingress of moisture that are typical as a consequence of use.

This Warranty does not provide cover for insulating covers, or any item attached to or installed on the spa by you.

You accept liability for repair work performed by anyone other than by us or our representative.