

Limited Warranty-Fantasy Series (Illusion, Mirage, Vision)

Five-Year Shell/Surface Warranty

Freeflow Spas offers a shell warranty on manufacturing defects resulting in water loss for a period of five years from the date of manufacturing at 100% replacement of product for the first through the fifth year. Any and all shipping, delivery, set-up, installation and/or disposal charges will be the sole responsibility of the spa owner.

One-Year Equipment Warranty

Freeflow Spas warrants the electrical and mechanical components including the pump, GFCI cord, heater and control system against malfunctions in materials or workmanship for a period of one year from the original purchase date. Refurbished parts may be used to satisfy warranty replacement of electrical and mechanical parts. Filter cartridges, light bulbs, jets, cover locks and fuses are not included in this warranty. Those items are, however, warranted to be free from defects in materials and workmanship at the time of delivery to the consumer.

One-Year Plumbing Warranty

Freeflow Spas warrants the factory installed plumbing components for materials and workmanship for a period of one year from the original purchase date. This warranty specifically covers jet fittings, internal plumbing, internal glue joints and hoses.

Extent of Warranty

This warranty is effective for spas manufactured after November 15, 2006 and sold by authorized dealers and/or distributors within North America. This warranty is given only to the original consumer purchaser and terminates upon any transfer of ownership. Spas installed in commercial applications (including rental spas or spas in rental premises) are excluded from any coverage whatsoever. This warranty does not provide coverage for the insulated cover or any item attached to or installed on the spa after the date of manufacture including non factory installed ozone systems. Travel, trip, or mileage costs are not covered under this warranty and service travel charges will be assessed to the purchaser by Freeflow Spas authorized service representative.

Warranty performance

In the event of a defect covered under the terms of the warranty, notify your dealer as soon as possible and use all reasonable means to protect the spa from further damage. Upon proof of purchase, Freeflow's designated dealer and/or service representative will correct the defect subject to the terms and conditions contained in this warranty. If Freeflow determines that the repair of the covered defect is not feasible, we reserve the right to instead provide a replacement spa equal in value to the original purchase price of the defective spa by the dealer. In such instances, reasonable cost for the removal of the defective spa, shipping cost for the replacement spa and delivery and installation of the replacement spa will be the responsibility of the spa owner providing access to affect the repair is the responsibility of the spa owner.

In the event there is not an authorized service representative in your area the hot tub can be returned pre-paid freight (you pay) to Freeflow for evaluation and, if necessary, repair of the defect. Freeflow will then ship the hot tub back to you pre-paid (Freeflow pays) upon completion of the repair. Freeflow must be contacted in advance for packaging and shipping instructions. Freeflow reserves the right to inspect or designate a person to inspect any part that is claimed to be defective and covered by this warranty.

Acts Invalidating Warranty

This warranty is void if the Fantasy Spa has been subjected to alterations, neglect, misuse or abuse; if any repairs have been attempted by anyone other than a Freeflow authorized service representative; or if failure is caused by accident, acts of nature or other causes beyond the control of Freeflow Spa. The Spa owner accepts liability for repair work performed by anyone other than the manufacturer or its designated service representative. Alterations shall include: any component or plumbing change, electrical conversion or addition of alternate sanitation or heating systems which contribute to component failure. Neglect, misuse and abuse include any installation, operation or maintenance of the spa other than in accordance with the owner's manual or use for which the spas were not designed. Specifically damage caused by the operation of the spa with water temperatures outside the range of 33°F and 120° F; damage caused by dirty, clogged or calcified filter cartridges; damage to the spa surface caused by improper use of chemicals to lie on the surface; damage caused by improper Ph balance, improper calcium hardness level or other improper water chemistry; damage to the spa surface caused by leaving the spa uncovered and in direct sunlight; damage caused by allowing solar blankets to be stored in the folded position on the top lip of the spa; damage caused by failure to provide even and sufficient support for the spa are considered abuses and may invalidate this warranty. Jets, air adjustments and top side controls are not covered against discoloration and fading.

Disclaimers

Freeflow Spas or any of its authorized agents shall not be held liable for injury or loss of use of your spa or other incidental and consequential cost, expense or damage, whether incidental or consequential, arising out of any defect covered by this Limited Warranty, including, without limitation, loss of use of the spa and cost of removal of defective product, even if Freeflow Spas has been advised of the possibility of such damage. In no event shall Freeflow Spas be liable for any reason or cause in excess of the amount paid for the product by the dealer. Coverage under this Limited Warranty shall commence as of the original date of purchase or as otherwise outlined above and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. No other warranties, written or implied, are valid. No agent, dealer, distributor, service company or other party is authorized to change modify or extend the terms of this warranty.

Legal Rights

This warranty gives you specific legal rights. You may have other rights, which vary from state to state. Some states do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you.

In the event of a warranty claim, please contact your dealer to expedite processing.

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