

## Warranty Service Call

Freeflow Spas will reimburse the authorized dealer for “In-Field” spa repairs as follows:

### Warranty Service:

Standard repairs (i.e. Pump, heater, control system, factory installed ozonator, etc.)  
Service dealer confirms serial number and model of spa are within warranty Terms.

- Parts List Order form must be completed with Serial and Model.
- Warranty box must be checked if warranty order.
- Faxed to 909 947 9331

You will receive a faxed copy of your order to confirm and fax back to Freeflow Spas.  
Your order will then be processed accordingly.

- All Warranty and non Warranty Part orders are Prepaid prior to shipment.
- Warranty Part orders: Dealer pays for shipping.
- Freeflow Spas will provide Warranty Part orders a Prepaid A.R.S. Tag for the return of the defective part.
  
- Upon return of part (s) a “**Service call Report**” must be completed.
  - \*\* Keep a Copy for your records
  - \*\* Place Original in with the defected part (s) and package securely.
  - \*\* All parts must be returned in normal condition to be eligible for warranty credit.

**AQUA-FLOW PUMPS** – Labels may be submitted in lieu of physical pump return.

- Submit (via mail) with your Service Call Report the pumps original stickers from both the wet and dry ends.

### Credits:

- Applicable parts and labor credit will be applied towards your Warranty Account.
- Labor (effective) 1/1/2006 \$50.00 Per Service Call. Freeflow Spas Warranty Dept. has the right to credit only the amount of time it deems a particular repair should have taken.
- Trip fees are the responsibility of the consumer.

### LEAKS

- Additional hours may be needed in order to complete leak repairs.
- All major leak repairs must be pre authorized. (authorizing leak repairs will exceed (2) two hours)
- You can fax your service report or contact Freeflow Spas Warranty Dept. for your authorization number.

FREEFLOW SPAS WARRANTY DEPT. 909 947-9471 EXT 202  
FAX NUMBER: 909 947-9331

