



USA Spas Warranty – Coverage Made Clear

Thank you for choosing USA Spas. We're proud to stand behind our products with this limited warranty. Please read below for the details of what's covered and how we're here to support you.

Shell Structure (1-Year Coverage)

The spa **shell** refers to the structure that holds water. This warranty covers water leakage caused by defects in materials for **one year from your original purchase date**.

Please note: This coverage **does not include** interior finishes (like acrylic), plumbing components, or equipment. If the shell cannot be repaired, we'll provide a replacement value of **\$500**.

For full coverage, your spa must be installed on a **solid, level concrete base** that supports the entire bottom. Without this foundation, the warranty will be void.

Interior Surface (1-Year Coverage)

We'll repair any **blistering, cracking, or delamination** caused by a factory defect within the first year. Cosmetic changes from overuse of sanitizers (especially in *Atlantic Blue* shells) are not covered.

Please don't use **Hydrogen Peroxide**—it will void your warranty.

Note: Repairs may not match the original color or finish exactly. A **\$50 deductible** applies for each in-field service visit.

Plumbing & Fittings (1-Year Coverage)

Spa plumbing—including pipes, fittings, drains, and fixtures—is covered against leaks due to defects for **1 year**. Labor for plumbing repairs is included for the first **90 days**.

Spa Equipment (1-Year Coverage)

We cover key equipment like the **pump motor, heater, and electrical systems** for one year.

Labor for these components is also covered for **90 days**.

Pump (1-Year Coverage)

- The **wet end of the pump** and the **pump motor** are both covered for one year.

Labor coverage is included for **90 days**.

Cabinet (1-Year Structural Coverage)

Your spa cabinet's **structure** is covered for one year.

This does **not** include fading, chemical damage, or other cosmetic changes due to weather, sunlight, or environmental exposure.

Important Warranty Limitations

This warranty does **not** cover issues caused by:

- Mishandling or improper installation
- Electrical modifications or incorrect voltage
- Water chemistry issues or lack of routine maintenance
- Freezing, chemical abuse, or using harsh cleaners
- Natural events (like floods, lightning, earthquakes)
- Indoor installations without adequate waterproof flooring and drainage
- Any alteration to the unit or using it as a display model
- Non-USA Spas equipment or accessories (these follow the manufacturer's original warranty, if applicable)

Additional Notes & Exceptions

- **Labor, removal, or reinstallation costs** are not covered unless specified.
- **Shipping costs** to and from USA Spas are the customer's responsibility.
- **Commercial use** of the spa voids all warranty coverage.
- Warranties apply only to the **original owner** and **authorized dealers**.
- In-home service is limited to **25 miles from an authorized dealer**; additional travel fees may apply.
- We may replace parts with new or reconditioned components of equal value.

Buyer's Acknowledgment of Receipt of and acceptance of the terms of the foregoing warranty.

Dealer (Company Name)

Model

Buyer Signature

Serial Number

Buyer's Name (PLEASE PRINT)

Buyer's Complete Address

Date

City, State

Zip Code