

warranty card

serial number: _____

date delivered: _____

your name & address: _____

email: _____

purchased from: _____

model: _____

colour: _____

date purchased: _____

signed by customer: _____

date signed: _____

I hereby agree to the terms & conditions within this warranty statement & understand fully, the exclusions/ limitations which this warranty covers.

PLEASE TAKE A MOMENT TO COMPLETE YOUR WARRANTY REGISTRATION.

IF YOU REGISTER YOUR SPA ONLINE, THE RETURN OF THIS CARD IS NOT MANDATORY.

sapphirespas.com.au/warranty-registration

PLEASE RETURN CARD TO SAPPHIRE SPAS.

PLEASE KEEP A COPY OF THIS WARRANTY CARD AT THE RESIDENCE OF THE SPA AT ALL TIMES AS ALL INFORMATION IS REQUIRED IF A SERVICE IS NEEDED. SAPPHIRE SPAS WILL REQUEST THIS INFORMATION UPON SERVICE REQUEST.

THIS WARRANTY CARD MUST BE RETURNED WITHIN 14 DAYS FROM DATE OF DELIVERY FOR WARRANTY TO BE VALID.

trustedwarranty
backed by an australian manufacturer



As an all Australian, locally designed and manufactured spa brand, we offer you many benefits:

- the longest warranty on the market.
- quality controlled manufacturing that means every spa is built to the highest Australian Standards.
- a 'lifecare commitment' that **GUARANTEES** we'll service your spa as long as you own it.

TRUSTED AUSTRALIAN WARRANTY

- 10 years on fibreglass structural support
- 5 years on acrylic surface
- 5 years on timber cabinet
- 3 years on duratek cabinet
- 3 years on swim spa frames
- 3 years on jets
- 3 year no leak guarantee
- 3 years on equipment
- 2 years on headrests
- 2 years on hardcover

That's peace of mind, which you only get with a Sapphire Spa.

terms & conditions of warranty

• **Warranties for Other Components** The cabinet finish and filters are warranted to be free from defects in workmanship and materials at the time of delivery. All other spa components, including blowers, mechanical components, jets, diverter valves are warranted against malfunction due to defects in workmanship and materials for a period of three (3) years from the date of purchase.

• **Performance** To obtain service in the event of a defect covered by this Limited Warranty, notify your Sapphire Spas Dealer or Sapphire Spas Head Office as soon as possible and use all reasonable means to protect the spa from further damage. Upon proof of purchase, Sapphire Spas or its designated service representative will correct the defect, subject to the terms and conditions contained in this limited warranty. If Sapphire Spas determines that 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. The replacement spa warranty will be equal to the balance, if any, remaining on the original spa.

In such an event, reasonable costs for removal of the defective spa, shipping costs for the replacement spa, delivery and installation of the replacement spa will be the responsibility of the spa owner.

• **Commercial Use Warranty** Commercial use of spas will carry a twelve (12) month warranty period only, where warranty specifies longer.

• **Direct Sunlight Exposure** It is the owner's responsibility to install or position the spa where exposure to direct sunlight is limited. Ideally, a pergola or shade sail will prevent possible over exposure of the acrylic shell to direct sunlight which may cause excessive temperatures to build up beneath the surface in excess of 120 degrees celsius. Keeping the cover on at all times, when not in use, may prevent possible damage and warranty breach. Failure to comply will void warranty. ***Where the installation is in direct sunlight, liability is limited and the warranty is not valid.***

• **Exclusions** This Limited Warranty is void if Sapphire Spas or its designated representative determines that the Sapphire Spas has been subjected to alteration, neglect, misuse or abuse, if any repair has been attempted by anyone other than Sapphire Spas or its designated representative, or if failure is caused by accident, acts of God or any other causes beyond the control of Sapphire Spas. Neglect, misuse and abuse 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. This Limited Warranty does not provide coverage for the insulating cover, any item attached to or installed on the spa after the date of manufacture, or for gaining access to any component for repair or replacement. The spa owner accepts liability for repair work performed by anyone other than a designated Sapphire Spa representative. Service access is the responsibility of the owner; failure to comply will limit warranty cover.

• **Inground Installation** Sapphire Spas will not be liable for any inground installation or damage caused by the installation of the spa. This Limited Warranty will extend to six months only, from the original date of purchase. Failure to use an authorised Sapphire Spas installer will immediately void all warranties.

• **Limitations** This Limited Warranty takes the place of all other warranties, express or implied, in fact or at law, including implied warranties of merchantability and fitness for a particular purpose. All warranty service must be performed by Sapphire Spas or its designated representative. No agent, dealer, distributor, service company or other party is authorised by change, modify or extend the terms of this Limited Warranty in any manner whatsoever.

• **Disclaimers** Sapphire Spas and/or its representatives shall not be liable for any injury, loss, cost or other 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 for removal of defective product, even if Sapphire Spas has been advised of the possibility of such damage. The liability of Sapphire Spas under this limited warranty, if any, shall not exceed the original amount paid for the defective product. Coverage under this Limited Warranty shall commence as of the original date of purchase and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. These disclaimers shall be equally applicable to any service provided by Sapphire Spas or its designated representative.

This warranty is only extended to the original owner and only if purchased through an Authorised Sapphire Spas Dealer. Transfer of ownership will immediately void all warranties.

• **Legal Rights** This Limited Warranty gives you specific legal rights. You may also have other rights which vary from state to state.

10 Years - spa shell: Sapphire Spas warrants against water loss due to defects in the spa shell structure for ten years from the original date of purchase.

5 Years - acrylic surface: Sapphire Spas warrants the interior surface of the spa shell against blistering, cracking or delaminating for five years from the original date of purchase.

5 Years - timber cabinet: Sapphire Spas warrants the timber cabinet against defects for a period of five years from the original date of purchase. The warranty is not extended to the appearance and wear of the product and it's reaction to the environment.

3 Years - duratek cabinet: Sapphire Spas warrants the DuraTek cabinet against defects for a period of three years from the original date of purchase. The warranty covers warping or discolouration.

3 Years - swim spa frame: Sapphire Spas warrants the Duragal Swim Spa Frame against manufacturing defects for a period of three years from the original date of purchase. The warranty is not extended to the appearance and wear of the product and it's reaction to the environment.

3 Years - jets & fittings: Sapphire Spas warrants all jets and fittings, including air controls & divertors etc for a period of three years from the original date of purchase. The warranty is limited to replacement only after one year upon the defective part being returned to the company.

3 Years - no leak guarantee: Sapphire Spas warrants factory installed plumbing against water loss due to defects in workmanship and materials for a period of three years from the original date of purchase.

3 Years - equipment: Sapphire Spas warrants the spas electrical equipment components, specifically the pump(s), heater, blower and control system, against malfunction due to defects in material and workmanship for three years from the original date of purchase.

2 Years - hardcover & headrests: Sapphire Spas warrants all headrests and the hardcover against defects in material or faulty workmanship for a period of two years from the original date of purchase, only if Sapphire Safe Ozone Purification System is fitted.

Misuse or abuse of product will void warranty!

please affix stamp here



CERTIFIED
Australian Made



SAPPHIRE SPAS
70 MARY ST PAKENHAM
VICTORIA AUSTRALIA 3810