

ISLAND ESCAPE SERIES SPA WARRANTY

This warranty is provided to the original purchaser of the spa only and is non transferable. This entire warranty is a parts only warranty.

5 YEAR STRUCTURAL WARRANTY

Your shell is warranted against water loss due defects in workmanship and materials for 5 years. Spa shell structure is prorated according to the following depreciation: 20% per year for 5 years =replacement cost. Freight costs to ship the shell back and forth will be split 50/50.

2 Year Shell Surface

The interior surface of the spa shell has a warranty for the case of blistering, bubbles, or delaminating for 2 years. This cost is prorated at 50% per year for 2 years.

1 YEAR EQUIPMENT & PLUMBING WARRANTY

The electronic components, specifically the controls (except the stereo/tv), heaters, pumps, blowers are warranted for against malfunctions due to defects in the material for 1 year, and workmanship for 1 year from the date of shipment. ChooseDirect.com reserves the right to replace any electronic components with factory refurbished parts. Filters and light bulbs are excluded from the warranty. Consumers will be responsible for shipping old parts back to ChooseDirect.com and ChooseDirect.com will be responsible for shipping new parts out. ChooseDirect.com cannot accept parts shipped back COD. ChooseDirect.com carries some of the standard replacement parts for the Island Series line in their warehouse. Make sure you replace your filter every few months as usually a dirty filter can cause your hot tub to perform improperly.

90 Days – Other Components

All other spa components, including but not limited to the cabinet (both wood and synthetic), mechanical components, stereo components, TV, and the filter lid are warranted against malfunction due to defects in workmanship and materials for 90 days from the date of shipment.

Limitations and Exclusions

This warranty is void if the spa has been subjected to misuse, abuse, alteration, improper installation, improper chemicalization, improper maintenance, punctures, acts of God, or if any repairs have been attempted by anyone other than authorized by Island Escape Spas. ChooseDirect.com must have pictures of any warranty issue before repair or replacement. Abuse and misuse will include (but is not limited to) damage caused by: Leaving the spa uncovered while the spa is empty of water, or improper handling of the spa during transporting and set up/installation, operation of the spa at a water temperature outside of the range of 32F to 115 F, or improper use of chemicals or unbalanced water, such as pH, calcium hardness, total alkalinity or sanitizer, or operation of the spa outside of the specified voltage requirements (230Volts +/- 10%), or voltage spikes or "brown out" conditions, or rodents or other animals, or unapproved sanitizers such as calcium hypochlorite, sodium hypochlorite, "tri-chlor" type chlorines or any sanitizing chemical that may remain undissolved on the spa surface, or damage caused by failure to provide level and complete support to the spa, or damage caused by not properly preparing the spa for the winter. This warranty does not provide coverage for the insulating cover, or any other accessories that come with the spa including steps, and cover lifter. This warranty is void if the spa is used for rental, commercial, or institutional properties or any spa installed outside the US or Canada. Rental property is defined as any property rented for profit. Commercial property is defined as hotel/motel, apartments, health clubs, time-shares, and private clubs or lodges. Institutional properties are hospitals, nursing homes, and assisted living communities. The purchaser must establish by dated sales slip or invoice, the date of original purchase. ChooseDirect.com LLC, shall not be responsible for cartage, removal and/or re-installation labor or any other associated cost incurred in obtaining warranty service. All costs for removal, or re-installation of the spa, or any components, are the responsibility of the purchaser.

WARRANTY PERFORMANCE

Contact your ChooseDirect.com, either in writing or in person, within 10 days of the problem arising. Use all reasonable means to protect the spa from further damage. Your notice must include:

The spa serial number (located on the spa's metal ratings plate mounted on the cabinet.

A thorough description of the problem.

Photographs of the problem(if applicable)

Island Escape Spas may also ask for a copy of the original purchase invoice showing purchase date or delivery date, where it deems necessary.

Island Escape Spas reserves the right to inspect any warranty claim on location or at its' manufacturing facility as deemed necessary.

Warranty parts carry the balance of the unexpired warranty only.

Replacement spa warranty will be equal to the balance, if any, remaining on the original spa.