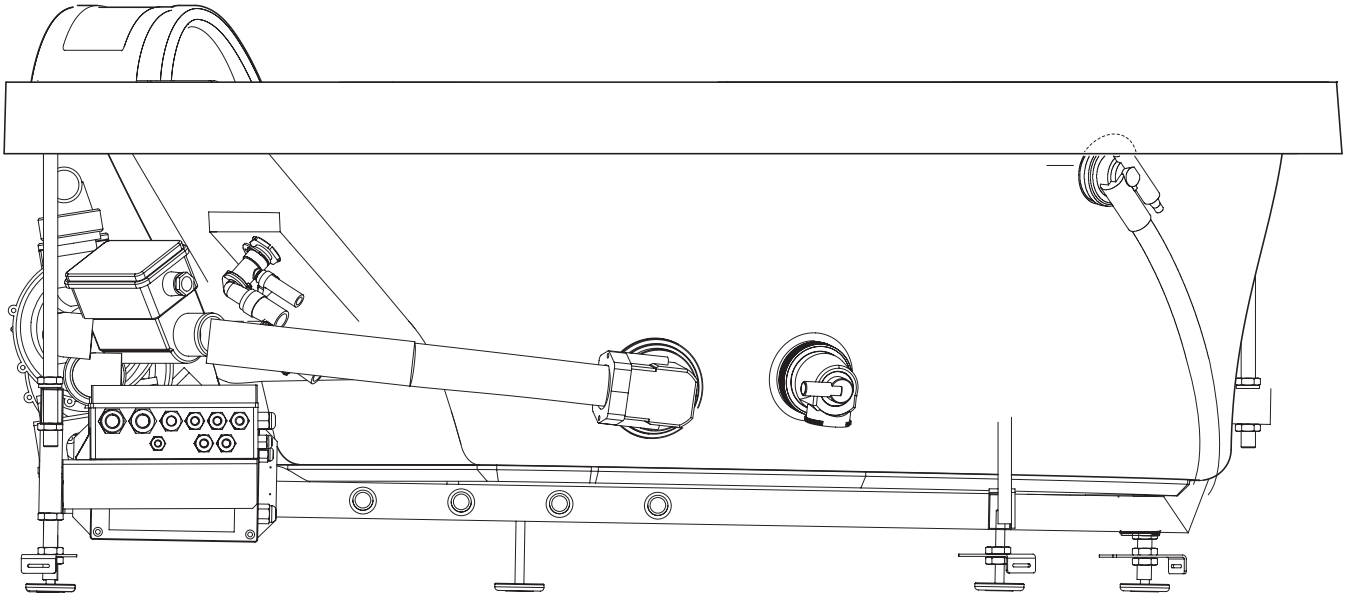




# BATH DOMESTIC WARRANTY



This Warranty applies to the owner of a Jacuzzi® Whirlpool Bath installed after 1st October 2018 for domestic purposes in the United Kingdom.

We are Jacuzzi® Spa & Bath Limited (company registered number 08295533) of Old Mill Lane, Hunslet, Leeds, LS10 1RB.

This Warranty is transferable upon the sale of a property at which the bath is located for the remainder of the warranty period set out below, to the purchaser of that property.

## PRODUCT WARRANTY

As a result of the care and attention to detail that we invest in the manufacture of our whirlpool bath products, we are confident that they will perform as desired for many years. However, occasionally defects do arise; should you discover a defect in your bath product we will carry out an investigation and replace any defective components free of charge within warranty. The following warranty periods apply to your bath, provided that it is purchased from Jacuzzi® Spa and Bath directly or an authorised retailer: NB – in this warranty, a year shall mean the period of 12 calendar months.

### 10 YEARS ACRYLIC & STRUCTURE

Jacuzzi® Whirlpool Baths are warranted to be free of defects in workmanship or materials in the acrylic shell and metal frame for ten years from the original date of installation.

### 3 YEARS WHIRLPOOL SYSTEM

Our Jacuzzi® Bath Whirlpool System - specifically limited to the pumps, the control system and plumbing - are warranted against malfunctions due to defects in workmanship or materials for three years from the original date of installation.

## WARRANTIES FOR OTHER COMPONENTS

The headrests are warranted to be free of defects in workmanship or materials for two years from the original date of delivery.

Bath panels and surrounds are warranted to be free of defects in workmanship or materials for two years from the original date of delivery.

Remote controls are warranted to be free of defects in workmanship or materials for two years following delivery.

Brassware is warranted to be free of defects in workmanship or materials for two years from the original date of delivery.

## GENUINE JACUZZI® PARTS & ACCESSORIES

Genuine Jacuzzi® brand parts & accessories (Genuine Parts or Accessories) are built to our highest standards of quality, durability and performance, and they are designed to work with your bath to ensure optimal performance and function.

This Warranty is void if we or our designated representatives determine that the bath has been subjected to damage or failure due to the installation of parts and/or accessories that are not Genuine Parts or Accessories.

This disclaimer includes but is not limited to repair parts and other accessories.

## NOTIFICATION

To obtain service in the event of a defect covered by this Warranty, you should notify us either by telephone to the number below, or to your local retailer, as soon as possible upon becoming aware that the fault has arisen. Upon proof of purchase, a designated service representative will correct



the defect subject to the terms and conditions contained in this Warranty.

Upon becoming aware of a fault with your bath you should take all reasonable steps to ensure that no further damage is caused to it, for example by ceasing to use a specific component (as appropriate) or the bath itself until such a time as we or our authorised retailer are able to repair the fault.

There will be no charge for parts or labour to repair a defect with the bath, unless the fault is determined not to be covered by the warranty outlined in this document. You are required to provide clear and uninterrupted access to the bath to enable the defect to be repaired. If we are unable to access the bath when attending a repair, we may refuse to carry out the repair until such a time as access is provided; in these circumstances we may charge you for our reasonable travel and any other expenses incurred in attending your property.

In the event that the bath is removed to a repair facility for repair and reinstalled, the cost of the removal and re-installation will be at our expense or that of our authorised retailer.

We reserve the right, at our sole discretion, to either repair or replace the bath (or part of it) that is the subject of this Warranty. In the event that we choose to provide a replacement spa, it will be at least of an equal value and specification to that which is replaced. In such an event, reasonable costs for removal of the original bath, shipping costs from the factory for the replacement bath and delivery and installation of the replacement will be our responsibility.

Any replacement part or bath will carry the balance of the original bath's warranty.

## **WARRANTY LIMITATIONS**

The product guarantee is only valid for products used in the United Kingdom and installed in a domestic environment. The Warranty is void where defects occur from:

- General wear and tear, or alteration;
- Repair by a person not authorised by us or our authorised retailer;
- Misuse or negligent use which include any installation, operation or maintenance of the bath other than in accordance with the instructions contained in the owner's manual provided with the bath, including but not limited to the use of abrasive or improper cleaners, water damage to remote controls or parts which are not Genuine Parts and Accessories;
- Damage arising in transit by a carrier that is not provided by us or our authorised retailer;
- The commercial use of our products

Some parts of the bath are manufactured from natural materials (or man made materials replicating natural materials), which may change in ordinary course of their lifespan; this may affect the look and feel of the bath. As such these are not regarded as defects, and include (without limitation);

- Products that have yellowed or changed colour in sunlight;
- Products that have failed as a result of the ingress of moisture that are typical as a consequence of use.

This Warranty does not provide cover for any items attached or installed on the bath by you.

You accept liability for repair work performed by anyone other than by us or our representative.

**THIS WARRANTY DOES NOT AFFECT YOUR STATUTORY RIGHTS**