



Exercise Pools • Swim Spas

## Riptide Commercial Leisure Spas LIMITED WARRANTY

### 2 Year Structural and 2 Year Surface Warranty

Riptide warrants the galvanised steel sub frame not to crack or fracture for a period of two years from delivery date. Additionally, the Aristech surface material of the Riptide commercial spa is warranted not to peel, crack, wrinkle, blister, yellow, efface or delaminate for a period of two years from the spa's delivery date. The Aristech surfaces are non-permeable and will not absorb odours, bacteria or pollutants.

### 2 Year No Leak Warranty

Riptide warrants your commercial spa not to leak for a period of two years from its delivery date. This warranty specifically covers leaks from the wall fittings, jet fittings, internal plumbing, internal glue joints, freeze drains and all bonded parts including the filter chamber and light fittings.

### 1 Year Trim and Cover Warranty

Riptide warrants the cosmetic trim and spa cover to be free from defects in materials and workmanship for a period of one year from the commercial spa's delivery date.

### 2 Year LED Light Warranty

Riptide warrants the LED lighting chains and bulbs to be free from defects of materials and workmanship for two years.

### 2 Year Gecko Hi Flow Heater Warranty

Riptide warrants the Gecko Hi Flow heater against fault in manufacture or faulty workmanship.

### 2 Year UV Resistant Synthetic Wood Cabinet Warranty

Riptide warrants the UV resistant synthetic wood cabinet material not to peel, crack, wrinkle, blister or delaminate and to be free from defects in workmanship for a period of two years from the commercial spa's delivery date. This warranty specifically covers the cabinet's structural integrity, including all glue & integral bonded joints.

### 2 Year Component Warranty

Riptide warrants the electrical components, pumps, ozone generators, and other Riptide Commercial Spa components against malfunction or defects in workmanship for a period of two years from its delivery date. Filter cartridges, and cover locks are not included in this warranty, but are warranted to be free from defects in materials or workmanship at the time of delivery to the original consumer purchaser.

### 1 Year Ozone Generator Warranty

The ozone generator has a warranty for one year, or 8,000 operating hours, whichever comes first.

**No-Nonsense Warranty** Riptide will make no call-out or labour charges or ask for part payment of parts for the entire warranty period, provided that your commercial spa has had an annual service within the last 12 months to validate the warranty.



## **Terms & Conditions**

### **Extent of warranty**

This warranty extends only to the original consumer purchaser of the Riptide commercial spa when purchased and originally installed or relocated in the boundaries of the country of purchase. The Riptide commercial spa warranty terminates upon any transfer of ownership or if the commercial spa is installed or relocated outside the country of purchase. The customer must register their purchase with Riptide at the below address to benefit from this warranty.

### **Warranty performance**

In the event of a malfunction or defect covered under the terms of this warranty, an authorised service agent of Riptide will repair the Riptide commercial spa. To obtain service, contact the authorised service agent who sold you the commercial spa. There is no charge for parts or labour to repair the commercial spa or its components. Service agents reserve the right to assess reasonable call out fees or travel based upon their individual policies. If the commercial spa is installed outside of the normal servicing area of the selling dealer, or if normal access to the commercial spa is not possible, extra travelling expenses and costs of access will be charged. These costs are not covered by this warranty.

Riptide maintains an extensive service network. In the event the consumer purchaser should not be able to either obtain service or satisfactory service from an authorised service agent, notify the service department of Riptide. Written notice of any malfunction or defect must be given within ten (10) days of the time the malfunction is discovered, and must be accompanied by the original consumer purchaser receipt of the commercial spa, which shows the date of purchase. Notice must be given Riptide Pools Limited, 41 Robjohns Road, Chelmsford, Essex, CM1 3AG, UK. Tel 01245 265036.

### **Acts invalidating warranty**

This warranty is void if this Riptide commercial spa has been improperly installed, subjected to alteration, misuse or abuse, or if any repairs on the commercial spa are attempted by anyone other than an authorised representative of Riptide. Alteration shall include component or plumbing change, electrical conversion or the addition of any non-approved sanitation or water purification device or heating system which contributes to a component or unit failure or unsafe operating system. Misuse and abuse shall include: any operation of the commercial spa other than in accordance with Riptide's printed instructions, or use of the commercial spa in an application for which it is not designed. Specifically: use of the commercial spa in a non-residential application; damage caused by the operation of the commercial spa outside the specified voltage requirements (230 +/- 10%), operation of the commercial spa at water temperatures outside the ranges of 1°C and 42°C; damage caused by voltage spikes or "brownout" conditions; damage caused by dirty, clogged or calcified filter cartridges; damage caused by the use of trichloro chlorine, chemical tablets in a floater, acid or by any other spa / pool chemicals or cleaners which are not recommended by Riptide; damage caused by allowing undissolved sanitizing chemicals to lie on the commercial spa surface (no commercial spa can withstand this kind of abuse); damage to components or surface caused by improper pH balance or other improper water chemistry maintenance; and damage to the commercial spa surface caused by leaving the commercial spa uncovered while empty of water and in direct exposure to sunlight (causing solar heating distress) are considered abuses and will invalidate warranty.

The standard commercial spa covers are not designed to support heavy weight loads and should not be used as a seat. In extreme cases the lid could crack and break. This occurrence is considered abuse and is not covered under this warranty.

### **Disclaimers**

Riptide shall not be liable for loss of use of the Riptide commercial spa or other incidental, consequential, special, indirect or punitive costs, expenses or damages, which may include but are not limited to the removal of a permanent deck or other custom fixture or the necessity for crane removal. Any implied warranty shall have a duration equal to the duration of the applicable warranty stated above. Under no circumstances shall Riptide or any of its representatives be held liable for injury to any person or damage to any property however arising.