

HERITAGE SPAS

LIMITED WARRANTY

8 Year Structural and 5 Year Surface Warranty

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

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 spa's delivery date.

3 Year Gecko Hi Flow 3kw Heater Warranty

Riptide warrants the Gecko Hi Flow 3kw heater against fault in manufacture or faulty workmanship for a period of three years from its 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.

3 Year No Leak Warranty

Riptide warrants your Heritage Spa not to leak for a period of three 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.

3 Year UV Resistant Low Maintenance 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 three years from the spa's delivery date. This warranty specifically covers the cabinet's structural integrity, including all glue and integral bonded joints.

3 Year Component Warranty

Riptide warrants the electrical components, pumps, control box and other spa components against malfunction or defects in workmanship for three years from its delivery date. Filter cartridges, spa pillows 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 Heritage 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 hot tub when purchased and originally installed or relocated in the boundaries of the country of purchase. The Riptide hot tub warranty terminates upon any transfer of ownership or if the hot tub 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 hot tub. To obtain service, contact the authorised service agent who sold you the hot tub. There is no charge for parts or labour to repair the hot tub or its components. Service agents reserve the right to assess reasonable call out fees or travel based upon their individual policies. If the hot tub is installed outside of the normal servicing area of the selling dealer, or if normal access to the hot tub 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 hot tub, 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 hot tub has been improperly installed, subjected to alteration, misuse or abuse, or if any repairs on the hot tub 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 hot tub other than in accordance with Riptide's printed instructions, or use of the hot tub in an application for which it is not designed. Specifically: use of the hot tub in a non-residential application; damage caused by the operation of the hot tub outside the specified voltage requirements (230 +/- 10%), operation of the hot tub 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 hot tub surface (no hot tub 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 hot tub surface caused by leaving the hot tub uncovered while empty of water and in direct exposure to sunlight (causing solar heating distress) are considered abuses and will invalidate warranty.

The standard hot tub 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 hot tub 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.