



DIMENSION ONE SPAS<sup>®</sup>  
AQUATIC FITNESS SYSTEMS

# LIMITED WARRANTY

## FIVE YEARS DURATEX SHELL STRUCTURAL AND SURFACE

The DuraTex shell of the Aquatic Fitness System (AFS) is warranted against peeling, cracking, wrinkling, blistering, or delamination for a period of five (5) years from the original date of purchase. Additionally, the DuraTex surface material is structurally warranted not to leak for a period of five (5) years from the original date of purchase.

## FIVE YEARS PLUMBING

The AFS is warranted against leaking for a period of five (5) years from the original date of purchase. This warranty specifically covers leaks from the OptiMount® fittings, jet fittings, internal plumbing, internal glue joints, light lens and skimmer.

## THREE YEARS EQUIPMENT

Factory-installed electrical components, controls, pumps, and electric heater are warranted against malfunction, leaking or defects in materials or workmanship for a period of three (3) years from the original date of purchase.

For warranty performance and coverage details, please see the reverse side.

## WARRANTY PERFORMANCE AND COVERAGE

Warranty coverage is extended to the original consumer purchaser for personal, family or household use, from the date of original purchase within the boundaries of the United States and Canada and cannot be assigned or transferred by the original consumer purchaser to any other person or entity. In order to provide you with better service, please register your new AFS within 7 days of delivery. You can register your Aquatic Fitness System (AFS) via the internet at "http://www.D1.com" or by mailing in your registration card. This will show proof of purchase and help validate your warranty. AFSs not purchased from an Authorized Dimension One Spas Dealer are specifically excluded from warranty coverage of any kind. Dimension One Spas will, at its sole option, repair or replace any AFS or component found to be defective under the terms and conditions of this warranty. Dimension One Spas reserves the right to substitute an AFS or component of equivalent value, either new or factory reconditioned and any such repair or replacement shall assume as its warranty only the remaining portion of the warranty on the original product. AFS surface repairs will be made to function satisfactorily. Non-defective replacement parts required to perform or complete warranty repairs will not be covered under the terms of this warranty. In the absence of a local Authorized Dimension One Spas Dealer, to obtain warranty service, either email to: service@d1spas.com or notify in writing "Dimension One Spas, Attention: Warranty Service, 2611 Business Park Dr., Vista, CA 92081," within 7 days of the time the problem becomes apparent. Correspondence must be accompanied by original customer purchase receipt and delivery receipt. Dimension One Spas MUST preauthorize the return of all defective AFSs and parts. Pre-authorization is required for all in-field service and related travel costs where there is no Authorized Dimension One Spas Dealer. Freight charges may be assessed if the entire AFS has to be returned to the factory for repair. The customer will bear all freight costs for AFSs returned to the factory for repairs that prove to be non-warranted problems.

## WARRANTY COVERAGES

### Five Year DuraTex Shell Warranty:

Dimension One Spas will repair or replace, at its option, any AFS found defective under the terms of this warranty. No charge will be made for parts or labor. Normal shipping costs for parts will be covered in areas where there is an Authorized Dimension One Spas Dealer within thirty (30) miles/fifty (50) kilometers.

### Five Year Plumbing and Equipment Warranties:

Dimension One Spas will repair or replace, at its option, any internal plumbing or equipment component found defective under the terms of this warranty. No charge will be made for parts or labor. In-field service is limited to the Continental United States and selected Canadian locations serviced by an Authorized Dimension One Spas Dealer located within thirty (30) miles/fifty (50) kilometers of the customer's location. Beyond thirty (30) miles/fifty (50) kilometers, reasonable travel costs will be charged to the customer.

### Other Warranties:

The wood cabinet is warranted against defects in materials or workmanship at the time of delivery to the original purchaser.

The ozone bulb in factory installed ozone systems is covered for one (1) year from the original date of purchase.

The ceramic tile is warranted for five (5) years against defects in materials and workmanship from the original date of purchase.

Factory installed LED lights are warranted for three (3) years from the original date of purchase. Labor is not included.

Factory installed escutcheon jet inserts are warranted against defects in materials or workmanship for one (1) year from the original date of purchase.

## EXCEPTIONS TO WARRANTY

The following items are specifically excluded from any warranty coverage:

1. Dimension One Spas is not responsible for removal and/or installation of AFSs.
2. AFSs, when empty of water and left in direct sunlight without the hot tub cover in place, are vulnerable to ultraviolet or solar damage. Temperatures generated by sunlight can become concentrated in the shell surface causing the shell material to delaminate. This occurrence is considered abuse and may result in surface blisters, bubbles, or large layer delaminations. This occurrence is not covered under warranty. The AFS cover must be kept on the hot tub while empty of water.
3. The warranty shall be invalid if the AFS has been subjected to any alterations, misuses, abuses, or if any repairs are attempted by anyone other than an authorized representative of Dimension One Spas.
4. Damage resulting from operating the AFS at a water temperature outside the range of 33° F to 118° F/0.5° C to 48° C for any reason.
5. AFS surface damage or discoloration resulting from improper maintenance.
  - a. The use of sanitizers such as Tri-chlor (tablets or sticks), calcium hypochlorite, sodium hypochlorite, and any chemical that may dissolve or remain undissolved on the AFS shell or cabinet surface.
  - b. Damage and/or staining caused by mineral or chemical content of the AFS water.
  - c. AFS surface damage or discoloration, if determined to have been caused by improper use of a chemical dispenser.
  - d. The use of citrus-based cleaning solutions or "409" type cleaners.
6. The wood cabinet wear or appearance. (All woods react differently to environmental conditions and are not covered by warranty.)
7. The ceramic tile grout.
8. The AFS cover is not manufactured by Dimension One Spas and any warranty claim must be made through the cover manufacturer.
9. Damage caused by failure to follow procedures defined in the owner's manual/guides.
10. Damage caused by improper or incorrect electrical hook-up.
11. AFS pillows, light bulbs, AFS filter element, and AFS hose bib.
12. Scratches and damage caused by normal use.
13. Use of the hot tub in a non-residential application.
14. All AFS accessories including, but not limited to, ClearZone® Water Management System, Vision® Sanitizing System, Audio Systems, E-Z Lifter® and add-on jet accessories. Accessories may be covered by other warranties.
15. Damage caused by improper installation or installing AFS on unstable surface, or by moving the AFS; including, but not limited to, the use of a crane.
16. A crack is defined as a break in the shell that goes all the way through the shell. Cosmetic scratches, gouges and crazing are not considered cracks.
17. Acts of nature, accidents, or other causes beyond the control of Dimension One Spas.

## DISCLAIMERS

Except as expressed herein, there shall be no other warranty or obligation, expressed or implied, oral or statutory. No agent, dealer, distributor, service company, or other party is authorized to change, modify or extend the terms of this warranty. Dimension One Spas, its agents, or employees shall in no event be liable for injury to any person, or for any claim for damage, however arising. All consequential expenses including loss of use, chemicals, damages, or contingent liabilities, which may include but are not limited to the removal of walls, floors, windows, deck or other custom fixture or the need for crane removal, arising out of any alleged deficiencies of the AFS are specifically excluded. In no event shall Dimension One Spas be liable for any reason or cause, in excess of the amount paid for the product in question. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from jurisdiction to jurisdiction.

AQUATIC FITNESS SYSTEMS SERIAL NO. \_\_\_\_\_ DATE OF PURCHASE \_\_\_\_\_  
THIS WARRANTY IS EFFECTIVE ONLY FOR AMERICAN/CANADIAN MODEL AQUATIC FITNESS SYSTEMS