



DIMENSION ONE SPAS®

LIMITED WARRANTY

LIFETIME ULTRALIFE® SHELL

STRUCTURAL AND SURFACE

The UltraLife® spa shell is warranted against blistering, cracking, or delamination for the life of the hot tub. The UltraLife® surface material is structurally warranted not to leak for the life of the hot tub.

SEVEN YEAR COLORED SHELL

STRUCTURAL AND SURFACE

The colored spa shell is warranted against blistering, cracking, or delamination for seven (7) years from the original date of purchase. The colored surface material is structurally warranted not to leak for a period of seven (7) years from the original date of purchase.

FIVE YEARS PLUMBING

Hot tub fittings, internal plumbing lines and NeckFlex™ Jet Pillow(s) are warranted against leaking due to defects in materials or workmanship for five (5) years from the original date of purchase.

FIVE YEARS EQUIPMENT

The equipment system (pumps, control system and the heater) is warranted against defects in materials or workmanship, for five (5) years from the original date of purchase.

The FastFlo Heater is unconditionally warranted for five (5) years from the original date of purchase. This includes defects in materials and workmanship or failure caused by chemical imbalance.

FIVE YEARS ENVIROTECT™ CABINET

The Envirotect™ cabinet is warranted against cracking or delamination for five (5) years from the original date of purchase.

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 spa within 7 days of delivery. You can register your spa 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. Hot tubs 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 hot tub or component found to be defective under the terms and conditions of this warranty. Dimension One Spas reserves the right to substitute a hot tub 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. Hot tub 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 spas 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 hot tub has to be returned to the factory for repair. The customer will bear all freight costs for hot tubs returned to the factory for repairs that prove to be non-warranted problems.

WARRANTY COVERAGES

Lifetime UltraLife[®] Shell Warranty:

During years one (1) through seven (7), Dimension One Spas will repair or replace, at its option, any hot tub found defective under the terms of this warranty. No charge will be made for parts or labor. Normal shipping costs will be covered in areas where there is an Authorized Dimension One Spas Dealer within thirty (30) miles/fifty (50) kilometers. After year seven (7), Dimension One Spas will repair or replace the hot tub, at its option, provided the hot tub is returned at owner's expense, to Dimension One Spas, 2611 Business Park Dr., Vista, CA 92081. Dimension One Spas is not liable for any freight, shipping, removal and/or installation.

Seven Year Colored Shell Warranty:

Dimension One Spas will repair or replace, at its option, any hot tub found defective under the terms of this warranty. No charge will be made for parts or labor. Normal shipping costs 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 Envirotec[™] cabinet is warranted against defects in materials or workmanship for five (5) years from the original date of purchase.

The ozone bulb on hot tubs equipped with 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 audio systems are warranted against defects in materials or workmanship for one (1) year from the original date of purchase.

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 liable for removal and/or installation of hot tub.
2. Hot tubs, 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 hot tub cover must be kept on the hot tub while empty of water.
3. The warranty shall be invalid if the hot tub 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 hot tub at a water temperature outside the range of 33° F to 118° F/0.5° C to 48° C for any reason.
5. Hot tub 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 hot tub shell or cabinet surface.
 - b. Damage and/or staining caused by mineral or chemical content of the hot tub water.
 - c. Hot tub 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 hot tub cover is not manufactured by Dimension One Spas and any warranty claim must be made through the cover manufacturer.
9. The hot tub filter lid is 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.
10. Damage caused by failure to follow procedures defined in the owner's manual/guides.
11. Damage caused by improper or incorrect electrical hook-up.
12. Hot tub pillows, hot tub light bulb, hot tub filter element, and hot tub hose bib.
13. Scratches and damage caused by normal use.
14. Use of the hot tub in a non-residential application.
15. All hot tub accessories including, but not limited to, ClearZone[®] Water Management System, Vision[®] Sanitizing System, E-Z Lifter[®] and add-on jet accessories. Accessories may be covered by other warranties.
16. Damage caused by improper installation or installing hot tub on unstable surface, or by moving the hot tub; including, but not limited to, use of a crane.
17. 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.
18. 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 arising out of any alleged deficiencies of the hot tub 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.

DIMENSION ONE SPAS SERIAL NO. _____ DATE OF PURCHASE _____

THIS WARRANTY IS EFFECTIVE ONLY FOR AMERICAN/CANADIAN MODEL DIMENSION ONE SPAS.