

# INTERNATIONAL LIMITED WARRANTY

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Watkins Manufacturing Corporation (“Watkins”) warrants to the original consumer purchaser (“you”) the following about your new Highlife® Collection Hot Spring® portable spa, when purchased from an authorized dealer/service provider (“dealer”).

**7 Year Shell Surface Warranty**  
Watkins warrants the acrylic surface material of the Highlife® Collection Hot Spring® portable spa to be free from defects in materials and workmanship for seven years. Additionally, the acrylic surface material is structurally warranted not to leak for a period of seven years. The acrylic surface material is non-permeable and will not absorb odors, bacteria or pollutants.

**5 Year No Leak Plumbing Warranty**  
Watkins warrants the Hot Spring® spa against leaks caused by defects in manufacturing and workmanship for five years. This warranty specifically covers leaks from the wall fittings, jet fittings, internal plumbing, internal glue joints, drains, hoses, and all bonded parts.

**5 Year Component Warranty**  
Watkins warrants the electrical components, pumps, jets including the Moto-Massage™ jets, air valves, levers, bezels and other Hot Spring® spa components against defects in materials and workmanship for five years. Some parts, most of which can be changed out without the use of tools, such as filter cartridges, filter lid, spa pillows and cover locks, are not included in this warranty, but are warranted to be free from defects in materials and workmanship at the time of delivery. Spa covers and other spa accessories are specifically excluded from this warranty, although they may be covered by other warranties. Please check with your Hot Spring® dealer for details.

**5 Year No-Fault™ Heater Warranty**  
Watkins unconditionally warrants the No-Fault heater to be free from defects in materials and workmanship for five years. This warranty defines unconditional, with the exclusion of commercial or industrial use, and improper installation, as warranty coverage provided that the component has failed to operate properly within the spa’s system.

**5 Year Everwood™ Cabinet Warranty**  
Watkins warrants the Everwood cabinet material to be free from defects in materials and workmanship for five years. This warranty specifically covers the cabinet’s structural integrity (exclusive of surface stain), including the material and assembly.

The Everwood cosmetic finish is warranted to be free from defects in materials and workmanship at the time of initial delivery. Fading and weathering of the surface will occur naturally over time, and are not defects. To restore the appearance of the Everwood cabinet, refer to the spa Owner’s Manual for proper care and maintenance instructions.

**3 Year SpaStone™ Cabinet Warranty**  
Watkins warrants the SpaStone cabinet material to be free from defects in material for three years. This warranty specifically covers peeling, cracking or shrinking for three years.

The SpaStone cabinet’s cosmetic finish and workmanship is warranted to be free from defects at the time of initial delivery to the original consumer purchaser. Fading and weathering of the surface will occur naturally over time, and are not considered to be warrantable defects.

The plywood siding on the Custom Cabinet (CC) spa is specifically excluded from this warranty, although it is warranted to be free from defects in materials and workmanship at the time of delivery. Please refer to the spa Owner’s Manual for proper maintenance instructions.

**2 Year Light Assembly Warranty**  
Watkins warrants the LED light assemblies, which consists of all lights within the spa, including the underwater and bartop lighting, to be free from defects in materials and workmanship for two years.

**2 Year FreshWater® III Ozone Warranty**  
Watkins warrants the electrical components, ozone tubing, check valve, injector, corona discharge cell and exterior housing of the FreshWater III corona discharge ozone purification system against defects in material and workmanship for two years.

**2 Year Wireless Remote Control Battery Warranty**  
Watkins warrants the battery in the wireless remote control panel against defects in material and workmanship for two years. For replacement of the battery refer to the spa Owner’s Manual for proper care and installation directions.

The following applies to all of the warranties listed:

#### Extent Of Warranty

This warranty extends only to the original consumer purchaser of the Hot Spring® spa when purchased and originally installed within the country of purchase or, in case of spas purchased in the EU, when originally installed within the EU. This warranty begins on your delivery date of the spa, but in no event later than one year from the date of purchase. The Hot Spring® spa warranty terminates upon any transfer of ownership or if the spa is installed or relocated outside the boundaries of the country of purchase or, in case of spas purchased in the EU, if the spa is installed or relocated outside the EU by the original consumer purchaser prior to the expiration of the warranty period.

#### Warranty Performance

To make a claim under this warranty, contact your dealer. In the event you are unable to obtain service from the dealer, please contact Watkins Manufacturing Corporation, at 1280 Park Center Drive, Vista, California, 92081, USA Attn: Customer Service Department +1 760 598 6464 or via e-mail, [custsvc@watkinsmfg.com](mailto:custsvc@watkinsmfg.com). You must give Watkins and/or your dealer written notice of any warranty claim, along with a copy of your original purchase receipt indicating the date of the purchase, within ten (10) days of the time you discover the claim. Watkins reserves the right to inspect the malfunction or defect on location.

Watkins or its Authorized Service Agent will repair any defects covered by this warranty. Except as described herein, you will not be charged for parts, labor or the freight costs for parts necessary to repair the spa for defects covered by this warranty. In some cases, the servicing dealer may charge you a reasonable repairperson travel/service charge that is not covered by this warranty. Please contact the dealer for information regarding any such charges.

#### Limitations

Except as described above, this warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without Watkins’ prior written consent, accident, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by Watkins, failure to follow Watkins’ Owner’s Manual, or repairs made or attempted by anyone other than an authorized representative of Watkins. Alteration includes, but is not limited to, any component or plumbing change, or electrical conversion. Visit [www.HotSpring.com](http://www.HotSpring.com) or contact your dealer for a list of manufacturer approved accessories.

#### Disclaimers

TO THE EXTENT PERMITTED BY LAW, WATKINS SHALL NOT BE LIABLE FOR LOSS OF USE OF THE SPA OR OTHER INCIDENTAL OR CONSEQUENTIAL COSTS, EXPENSES, OR DAMAGES, INCLUDING BUT NOT LIMITED TO THE REMOVAL OF ANY DECK OR CUSTOM FIXTURE OR ANY COST TO REMOVE OR REINSTALL THE SPA, IF NEEDED. Some countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE. Some countries do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you.

#### Legal Remedies

This warranty gives you specific legal rights, and you may have other rights, which vary from country to country.



**HotSpring®**  
Highlife Collection