

HIGHLIFE® COLLECTION

INTERNATIONAL LIMITED WARRANTY

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Watkins Wellness (“Watkins”) warrants from the date of installation to the original consumer purchaser (“you”) the following when your Hot Spring® Highlife® Collection spa is purchased from an authorized dealer/service provider (“dealer”).

7 Year Shell Surface Warranty
Watkins warrants the acrylic surface material of the Hot Spring® Highlife Collection spa to be free from defects in materials and workmanship for seven years. This warranty does not cover damage to the shell surface that is cosmetic in nature and does not impact the integrity of the spa.

5 Year No Leak Plumbing Warranty
Watkins warrants your Hot Spring spa against leaks caused by defects in materials 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 and FreshWater® Salt Cartridges, 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, FreshWater® Salt Controllers and other spa accessories are specifically excluded from this warranty, although they may be covered by other warranties. Please check with your Hot Spring® spa dealer for details.

5 Year No-Fault® Heater Warranty
Watkins warrants the No-Fault heater to be free from defects in materials and workmanship for five years. This warranty does not cover commercial or industrial use spas or spas that have been improperly installed.

5 Year Cabinet Warranty
Watkins warrants the spa’s cabinet to be free from defects in materials and workmanship for five years. This warranty specifically covers the cabinet’s structural integrity, including the material and assembly. This warranty does not cover surface stains on the spa.

The cosmetic finish is warranted to be free from defects in materials and workmanship at the time of delivery. Fading and weathering of the surface may naturally occur over time and are not considered defects. Refer to your Highlife® collection spa Owner’s Manual for proper care and maintenance instructions.

2 Year Light Assembly Warranty
Watkins warrants the factory-installed light assembly, which includes underwater and bar top lighting, to be free from defects in materials and workmanship for two years.

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 the case of spas purchased in the European Union (“EU”), when originally installed within the EU. This warranty begins on the date of installation of the spa, but in no event later than one year from the date of purchase.

This 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 the case of spas purchased in the EU, if the spa is installed or relocated outside the EU, prior to the expiration of the warranty period.

Warranty Performance

To make a claim under this warranty, contact the dealer where you purchased your spa. In the event you are unable to obtain service from the dealer, please write Watkins at 1280 Park Center Drive, Vista, California, 92081, USA Attn: Customer Service Department or call +1 760 598 6464 or via e-mail, 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 thirty (30) 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 and/or labor necessary to repair the spa for defects covered by this warranty. In some cases, the servicing dealer may charge you a repairperson travel/service charge that is not covered by this warranty. Please contact your 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, accidents, acts of God, misuse, abuse, commercial or industrial use, use of an accessory not approved by Watkins, failure to follow the spa’s Owner’s Manual, failure to follow proper care and maintenance instructions or repairs/installations 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 or contact your dealer for a list of manufacturer approved accessories.

Any and all additional costs including, shipping, delivery, set-up, installation and/or disposal charges, will be the sole responsibility of the spa owner.

Disclaimers

ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THE APPLICABLE WARRANTY STATED ABOVE, WHICHEVER IS SHORTER. Some countries do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL 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.

Legal Remedies

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



HotSpring®
Every day made better®