



# Warranty

## Extent of Warranty Coverage

This warranty extends to the original retail purchaser of the Dream Maker spa for personal, family or household purposes only and is not transferable to or enforceable by any other party. The warranty registration card provided at the time of the purchase must be completed and signed by the original retail purchaser and sent to Catalina Spas UK Ltd or registered on line at [www.catalinaspas.co.uk](http://www.catalinaspas.co.uk) no later than 15 days from date of purchase. Warranty shall take effect on the original date of purchase. Warranty is for spas purchased and located UK mainland only.

## Performance of Warranty

Catalina will, at its sole option, repair or replace any spa or component found to be defective under the terms of this warranty. Catalina reserves the right to substitute a spa or component of equal 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. Spa surface repairs will be made to function satisfactorily. Catalina will make charges if components are found not to be faulty.

## Warranty Service

In order to obtain service under this warranty please contact Catalina Spas Service during hours of 8am to 5pm Monday to Friday on Free phone 0800 731 4601. Please have the spa serial number and date of purchase available with a description of the problem. Catalina will provide the warranty as set out in this agreement.

## Warranty Coverage

**SHELL STRUCTURE WARRANTY:** A full five (5) years from the date of purchase. Catalina at its sole discretion will repair or replace the spa at no charge. Catalina's liability is limited and will not be responsible for any other consequential installation cost, lost time, freight, delivery charges or any damages or costs incurred.

**SHELL SURFACE WARRANTY:** A full five (5) years from the date of purchase. Catalina at its sole discretion will repair or replace the spa at no charge. Catalina's liability is limited and will not be responsible for any other consequential installation cost, lost time, freight, delivery charges or any damages or costs incurred.

**EQUIPMENT WARRANTY:** A full two (2) years on heaters, control systems and pumps

**PLUMBING WARRANTY:** a Full two (2) year on internal plumbing, jet fittings, hoses and glued joints against leaks.

**SPA COVER WARRANTY:** The spa cover has a full one (1) year warranty from the date of purchase. Providing that a) the spa cover is fitted to the spa correctly and b) the cover is maintained in accordance with the manufacturer's instructions as supplied with the cover. The cover material might discolour - this does not affect the cover performance and is specifically excluded from this warranty, as is damage due to negligence, misuse, vandalism, accidents or natural disasters. Tie down straps and buckles are also excluded. Note: Do not sit, stand, jump on or place heavy objects on the cover. A warranty claim will require 3 pictures and a description of any fault.

*OTHER WARRANTIES:* The following have a one (1) year warranty from date of purchase.

- 1) The ozone unit.
- 2) Spa Jets against defects in material or workmanship only. Labour and travelling are specifically excluded on jet replacement.

Other than where specifically excluded, warranty claims within the period specified will include labour and travelling.

The warranty does not cover any form of commercial installation or loss of use or profit under any circumstances.

#### **Warranty Exclusions**

- 1) The warranty shall be invalid if the spa has been subjected to any alterations, modifications, misuse, abuses, or if any repairs are attempted by anyone other than a Catalina Authorised Service Agent.
- 2) Damage resulting from operating the spa at a water temperature outside the range of 5°C to 44°C for any reason.
- 3) Damage to pressure switches, pump seals and heaters caused as a result of improper chemical control.
- 4) Spa surface damage, discolouration and jets resulting from:
  - a) improper maintenance
  - b) the use of sanitisers such as Tri-clor (tablets or sticks), calcium hypochlorite or any chemical that may not dissolve or remains undissolved on the shell or cabinet surface
  - c) the use of caustic cleaning solutions.
- 5) Damage caused by failure to follow procedures defined in owner's manual.
- 6) Damage caused by improper or incorrect electrical supply / connections.
- 7) Damage occurring to the unit during installation.
- 8) Light bulbs, filter cartridges, fuse and drain valves.
- 9) Scratches and damage caused by normal use.
- 10) Damage caused by moving the spa.
- 11) All spa accessories
- 12) Acts of God, events of force majeure and damage caused by animals, rodents and insects.
- 13) Draining the spa as in cold weather freezing water and ice will damage the spa and its components.
- 14) This warranty is addition to and does not affect your statutory rights.

**IMPORTANT NOTICE:** The spa and all its equipment must be fully accessible to enable any warranty work to be carried out. If access to any equipment is restricted as a result of the installation Catalina reserves the right to make additional charges to cover extra time spent undertaking any works.

#### **Disclaimers**

Except as expressed herein, there shall be no other warranty or obligation, expressed or implied, oral or statutory. (Catalina, its agents, or employees shall in no event be liable for injury to any person other than negligently inflicted personal injury or death, or for any claim for damage, however arising). All consequential expenses including loss of use, chemicals, damage or contingent liabilities arising out of any alleged deficiencies of the spa are specifically excluded.

**Dream Maker Spas** are exclusively distributed in the UK by **Catalina Spas Ltd**  
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