

INTERNATIONAL LIMITED WARRANTY

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Watkins Wellness (“Watkins”) warrants to the original consumer purchaser (“you”) the following about your new portable spa, when purchased from an authorized dealer/ service provider (“dealer”).

5 Year Structure Warranty

Watkins warrants the spa structure of the spa, which is defined as any rotationally molded, polyethylene internal support structures connecting the unibody shell, cabinet, floor and the external coping for a period of five years from the installation date of the spa. This limited structural warranty specifically excludes any portion of the spa that is not rotationally molded as part of the unibody shell such as jets, doors, covers, etc.

5 Year Shell Surface Warranty

Watkins warrants the shell of the spa from defects in materials and workmanship resulting in water loss for a period of five years from the installation date of the spa. This warranty does not cover damage to the shell surface that is cosmetic in nature and does not impact the integrity of the spa. Rotomolded spas are made from a thick, durable plastic that may bend or flex slightly over time. This slight fluctuation is purely cosmetic and does not impact the structure integrity or function of the spa.

2 Year No Leak Plumbing Warranty

Watkins warrants the factory installed plumbing components of the spa to be free of defects in materials and workmanship resulting in leaks, for a period of two years from the installation date of the spa. This warranty specifically covers leaks from jet fittings, internal plumbing, internal glue joints and hoses.

2 Year Component Warranty

Watkins warrants the electrical and mechanical components including the pump, heater, LED lighting and control system against defects in materials and workmanship for a period of two years from the installation date of the spa. Filter cartridges, light bulbs, hot tub cover, spa cover locks, and fuses, and GFCI cord are not included in this warranty. Those items are however warranted to be free from defects in materials and workmanship at the time of delivery to the consumer. Spa covers and other spa accessories are specifically excluded from this warranty, although they may be covered by other warranties. Please check with Customer Service for details. +1 888 961-7727 ownersupport@watkinsmfg.com.

The following applies to all of the warranties listed above:

Extent Of Warranty

This warranty extends only to the original consumer purchaser of the spa when purchased and originally installed within the country of purchase or, in 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. The 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, prior to the expiration of the warranty period. Service under this warranty does not extend 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 (888) 961-7727 or via e-mail, ownersupport@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. Any and all additional costs including shipping, delivery, set-up, installation and/ or disposal charges will be the sole responsibility of the spa owner.

In some cases, the servicing dealer may charge you a 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’ Pre-Delivery Instructions or Owner’s Manual, failure to follow proper water 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. For a list of manufacturers approved accessories you can call +1 (888) 961 7727.

For the purposes of this warranty the term “commercial or industrial use” refers to installation in any setting in which the product is not being used for personal household use, including but not limited to hospitality applications, day spas, short-term and long-term rentals and gyms.

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 states, provinces (including Quebec) or 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 states, provinces (including Quebec) or 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 state to state, province to province or country to country. This warranty is not transferable.



WatkinsWellness®
Feel good. Live well.™