



## Limited Warranty Export Product

Dream Maker Spas, manufactured by Roto Ops LLC, hereafter "Dream Maker". This warranty is a limited warranty within the meaning of Title 1 of the Federal Trade Commission Improvement Act.

**5 Year Shell** – Subject to the limitations and exclusions listed herein, Dream Maker warrants the shell portion of the spa, which is deemed as the rotationally molded polyethylene water holding portion of the spa, for a period of five (5) years from the original date of purchase or five (5) years plus six (6) months from date of manufacture, whichever period elapses first, against loss of water through the shell due to defects in material or workmanship.

**2 Year Plumbing Components** – Subject to the limitations and exclusions listed herein, Dream Maker warrants the factory installed plumbing components including the hoses, pipes, jets, air controls and unions, against leaking due to defects in workmanship or materials for a period of two (2) year from the original date of purchase or two (2) years plus six (6) months from date of manufacture, whichever period elapses first.

**2 Year Electrical Components** – Subject to the limitations and exclusions listed herein, Dream Maker warrants the factory installed electrical components to be free from defects in material or workmanship, for a period of two (2) year from the original date of purchase or two (2) years plus six (6) months from date of manufacture, whichever period elapses first.

**2 Year Insulating Cover** – Subject to the limitations and exclusions listed herein, Dream Maker will assist with the manufacture warranty of the cover, and warrants the factory supplied insulating cover to be free from stitching defects in material or workmanship, for a period of two (2) year from the original date of purchase or two (2) years plus six (6) months from date of manufacture, whichever period elapses first.

**2 Year labor** – Subject to the limitations and exclusions listed herein, Dream Maker will reimburse labor to perform warranty service, at Dream Maker's established rates for work performed, for a period of two (2) year from the original date of purchase. Trip charges, if applicable, are not covered under the labor warranty and are the responsibility of the purchaser.

**Extent of Warranty** This limited warranty extends solely to the original purchaser of any 2020 Dream Maker branded produced after January 1, 2020, when purchased and originally installed. This warranty is valid only for product produced during model year 2020. This warranty terminates upon any transfer of ownership.

### Limitations and Exclusions

Labor reimbursement does not include routine maintenance such as tightening jets, lubricating O-rings, changing/cleaning filters, chemical checks and adjustments, or anything else that would be considered routine maintenance.

Filters, pillows, waterfall, LED lights, light bulbs, fuses and pump seals are considered wearable parts and are excluded from the warranty.

This warranty does not cover any part of the umbrella (if equipped) after initial installation.

This warranty covers only the spa unit and equipment, or components used in its manufacture, for the periods stated.

The purchaser is responsible for providing adequate access for the spa to be properly serviced.

This warranty shall be rendered void if the spa has not been installed in strict accordance with the owner's manual provided, including being attached to an extension cord.

This warranty shall not apply with respect to any damage caused by accident, abuse, misuse, improper installation, exposure to fire or excessive heat, acts of god, or any damage due to improperly maintained water chemistry.

Necessary maintenance or repairs on your Dream Maker spa can be performed by any company. However, improper or incorrectly performed maintenance or repair that causes damage to your product may void this warranty.

Commercial & rental applications are excluded from all warranty coverage.

This warranty does not cover the umbrella, step, handrail and cover lifter (if supplied) beyond initial delivery discoveries.

This warranty does not cover the rotationally molded polyethylene body for bending, twisting, bowing, warping, gloss, texture, fit, color fastness or chemical staining such as aroma oils; bath bombs; sanitization chemicals, etc.

Dream Maker does not authorize any party, including its agents, distributors, or dealers to assume for it any other obligations or liability.

### Disclaimer

TO THE EXTENT PERMITTED BY LAW, DREAM MAKER SHALL NOT BE RESPONSIBLE 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 HOT TUB, IF NEEDED. ALSO DREAM MAKER SHALL NOT BE RESPONSIBLE FOR CARTAGE, REMOVAL AND/OR RE-INSTALLATION LABOR OR ANY OTHER ASSOCIATED COST INCURRED IN OBTAINING WARRANTY SERVICE. ALL COSTS FOR REMOVAL OR REINSTALLATION OF THE SPA, OR ANY COMPONENTS, ARE THE RESPONSIBILITY OF THE PURCHASER. IN NO EVENT, WILL DREAM MAKER SPAS BE LIABLE FOR ANY SPECIAL OR CONSEQUENTIAL DAMAGES ARISING FROM THE USE OF THE SPA, NOR FOR INJURY TO ANY PERSON, OR ANY CLAIM FOR DAMAGES ARISING FROM THE USE, INSTALLATION, OR REPAIR OF THE SPA, INCLUDING BUT NOT LIMITED TO, WATER OR SEWAGE COST, CHEMICAL LOSS, WATER DAMAGE TO SURROUNDING AREAS, ROOMS, FURNISHING, OR LANDSCAPING. 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.

### Warranty Performance

To make a claim under this warranty, contact your Dream Maker dealer. You must give your Dream Maker 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.

Dream Maker reserves the right to inspect the malfunction or defect on location.

Dream Maker reserves the right to examine photographs prior to repair or replacement.

In the case of a shell repair or replacement, Dream Maker will, at its option, repair or replace the shell portion of the spa, at the factory, at the spa installation site or at a local authorized repair station. The shell portion consists of the polyethylene shell and plumbing of jets, harness, insulating foam.

The shell portion excludes electrical equipment, panels, cover, filter, etc. Any freight costs incurred will be the responsibility of the original-purchaser.

In the case of replacement components, the freight cost will be the consumers responsibility, the component will be provided at no charge once authorized as warranty.

Any warranted labor reimbursement will be at Dream Maker's established rates for work performed.