DIMENSION ONE SPAS®

LIMITED WARRANTY

BAY™ COLLECTION

PLEASE READ THIS ENTIRE LIMITED WARRANTY. AS EXCLUSIONS AND CONDITIONS APPLY.

LIMITED LIFETIME ULTRALIFE™ SHELL (Structural and surface)

The UltraLife™ spa shell is warranted against defects in material and workmanship that result in blistering, cracking, or delamination for the life of the hot tub. The UltraLife™ surface material is structurally warranted not to leak for the life of the hot tub as a result of defects in material and workmanship. See below for details.

SEVEN YEARS COLOR/COLOURED SHELL (Structural and surface)

The color/colored spa shell is warranted against defects in material and workmanship that result in blistering, cracking, or delamination for seven (7) years from the original date of purchase. The color/colored shell surface material is structurally warranted not to leak for a period of seven (7) years from the original date of purchase.

FIVE YEARS PLUMBING AND EQUIPMENT

- Hot tub fittings, internal plumbing lines and Pillow Jet Assemblies are warranted against leaking due to defects in materials or workmanship for five (5) years from the original date of purchase.
- Factory installed equipment system (pumps, control system and the heater) is warranted against defects in materials or workmanship, for five (5) years from the original date of purchase.

SEVEN YEARS TERRACINA CABINET

The Terracina cabinet is warranted against defect and structural integrity due to a defect in material and workmanship for a period of seven (7) years from the original date of purchase.

GENUINE D1® PARTS & ACCESSORIES

This Limited Warranty is void if Dimension One Spas ("Manufacturer" or "D1®") or its designated representative determines that the spa has been subjected to damage or failure due to installation of aftermarket parts that are not Genuine D1® branded Parts & Accessories. This disclaimer includes, but is not limited to filters, ozone systems, repair parts and other accessories. Genuine D1® brand Parts & Accessories are built to our highest standards of quality, durability and performance, and they are designed to work with your spa to ensure optimal performance and function.

LIMITED WARRANTY COVERAGES

Limited Lifetime UltraLife™ Shell Warranty*: During years one (1) through seven (7), Dimension One Spas will repair or replace, at its option, any hot tub found defective under the terms of this warranty. After year seven (7), Dimension One Spas will repair or replace the hot tub, at its option, provided the hot tub is returned at owner's expense to and from Dimension One Spas.

Seven Years Color/Colored Shell Warranty*: Dimension One Spas will repair or replace, at its option, any hot tub found defective under the terms of this warranty.

Five Years Plumbing and Equipment Warranties*: Dimension One Spas will repair or replace, at its option, any shell leaks, internal plumbing or equipment component found defective under the terms of this warranty.

Seven Years Terracina Cabinet*: Dimension One Spas will repair or replace at its option, any cabinet panel found defective under the terms of this warranty.

Other Limited Warranties* (from original date of purchase):

The ozone bulb on hot tubs equipped with factory installed ozone systems is covered for one (1) year for defects in material or workmanship.
Factory installed audio and SmartTub® systems are warranted against defects in materials or workmanship for one (1) year.
Factory installed escutcheon jet inserts are warranted against defects in materials or workmanship for one (1) year.
Factory installed jet inserts are warranted against defects in materials or workmanship for (2) years.
Factory installed wood frame is warranted against defects in materials or workmanship for (2) years.
Factory installed LED lights and LFX packages are warranted against defects in material or workmanship for two (2) years.
All other factory installed components not mentioned specifically, including, but not limited to the jets, diverter valves, LED lighting systems and mechanical components are warranted against malfunction due to defects in workmanship or materials for one year from the original date of purchase.
*No charge will be made for parts and labor for above warranty coverage. Access to part(s) needing repair is responsibility of owner. Dealer trip charges may apply to repairs. You may be assessed reasonable repairman travel mileage charges.

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D1® 40
FORTY YEARS OF
DIMENSION ONE SPAS®

WARRANTY PERFORMANCE AND COVERAGE

Warranty coverage is extended to the original consumer purchaser for personal, family or household use, from the date of original purchase at the original installation location within the boundaries of the United States and Canada and cannot be assigned or transferred by the original consumer purchaser to any other person or entity. Please register your new spa within 7 days of delivery. You can register your spa at www.d1spas.com. Hot tub should be registered before any authorized service work is performed. Hot tubs not purchased from an Authorized Dimension One Spas Dealer are specifically excluded from warranty coverage. In the absence of a Local Authorized Dimension One Spas dealer, to obtain service, either email to service@d1spas.com, call 1-800-357-3527 or notify in writing "Dimension One Spas, attention: Warranty Service, 14525 Monte Vista Avenue, Chino, CA 91710," within 7 days of the time the problem becomes apparent. Dimension One Spas will, at its sole option, repair or replace any hot tub or component found to be defective under the terms and conditions of this warranty. Dimension One Spas reserves the right to substitute a hot tub or component of equivalent 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. Where required by law, such remaining warranty period shall be extended by a period of time equal to the time during which Dimension One Spas has had in its possession the hot tub or component for the performance of this warranty. Hot tub surface/shell repairs will be made to function satisfactorily. Dimension One Spas must pre-authorize repairs and/or the return of all defective spas and parts. Pre-authorization is required for all in-field service where there is no Authorized Dimension One Spas dealer. All costs for defective spa removal or installation costs, including the use of a crane, will be the owner's responsibility; Dimension One Spas is responsible for freight charges to and from the factory for replacement.

EXCEPTIONS TO WARRANTY

1. Spas installed in commercial applications.
2. Hot tubs, when empty of water and left in direct/indirect sunlight without the hot tub cover in place, are vulnerable to ultraviolet or solar damage. Temperatures generated by sunlight can become concentrated in the shell surface causing the shell material to delaminate. This occurrence is considered abuse and may result in surface blisters, bubbles, or large layer delamination.
3. The hot tub cover must be kept on the hot tub while empty of water.
4. Any alterations, misuses, abuses, or if any repairs are attempted by anyone other than an authorized representative of Dimension One Spas and the repairs cause damage to the spa.
5. Operating the hot tub at a water temperature outside the range of 33° F to 104° F/0.5° C to 40° C for any reason.
6. Surface damage or discoloration resulting from improper maintenance.
7. Damage and/or staining caused by mineral or chemical content of the hot tub water.
8. Hot tub surface damage or discoloration, if determined to have been caused by improper use of a chemical dispenser.
9. The use of citrus-based cleaning solutions.
10. Damage caused by improper or incorrect electrical hook-up.
11. Scratches and damage caused by normal use.
12. Damage caused by improper installation or installing hot tub on unstable surface, or by moving the hot tub; including, but not limited to, use of a crane.
13. Use of sanitizers such as Tri-chlor (tablets or sticks), calcium hypochlorite, sodium hypochlorite, and any chemical that may dissolve or remain undissolved on the hot tub shell or cabinet surface. Damage caused by failure to follow procedures defined in the owner's manual/guides.
14. Discoloration to jet inserts resulting from improper water balance, exposure to direct sunlight, or normal wear.
15. This Limited Warranty does not provide coverage for the insulating cover, any item attached to or installed on the spa after the date of manufacture, or for gaining access to any component for repair or replacement.
16. Hot tub pillows, hot tub filter element, and hot tub hose bib.
17. All hot tub accessories including, but not limited to, UltraPure® Plus Water Management System, Vision Sanitizing System, E-Z Lifter and add-on jet accessories. Accessories may be covered by other warranties.
18. A crack is defined as a break in the shell that goes all the way through the shell. Cosmetic scratches, gouges and crazing are not considered cracks.
19. Any damage caused by leaving the hot tub empty at lower temperatures of 33° F (0.5° C) or higher than 104° F (40° C) for any reason.
20. Hot tub cabinet normal wear and tear such as scratches and fading.
21. Acts of nature, accidents, or other causes beyond the control of Dimension One Spas.

DISCLAIMERS AND EXCLUSIONS

IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED ALTOGETHER OR TO THE FULLEST EXTENT ALLOWED BY LAW. This Limited Warranty takes the place of all other warranties, express or implied, in fact or at law, including implied warranties of merchantability and fitness for a particular purpose. Except as expressed herein, there shall be no other warranty or obligation, expressed or implied, oral or statutory. Dimensions One Spas and its representatives are not responsible for any damage to flooring, carpeting, ceiling, walls, or any personal property due to malfunctioning or leaking of a spa. No agent, dealer, distributor, service company, or other party is authorized to change, modify or extend the terms of this warranty. Dimension One Spas, its agents, or employees shall in no event be liable for injury to any person, or for any claim for damage, however arising. All consequential expenses including loss of use, chemicals, damages, or contingent liabilities arising out of any alleged deficiencies of the hot tub are specifically excluded. In no event shall Dimension One Spas be liable for any reason or cause, in excess of the amount paid for the product in question. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. This warranty gives you specific legal rights and you may also have other rights that vary from jurisdiction to jurisdiction.

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