



CATALINA SPA & SWIMSPA 10 YEAR WARRANTY

Effective on all Catalina™ spas purchased after 1st May 2014

This warranty is extended to the original purchaser of a Catalina™ Spa installed in the mainland of the United Kingdom

10 years on the structure of the spa shell and surface

Catalina™ warrants the spa against water loss due to defects in the spa shell and the interior surface of the spa against blistering, cracking or delamination and for a period of 10 years

10 years on cabinet and structure

Catalina™ warrants the cabinet and sub-frame of the spa or swimspa from defects in material or workmanship for a period of 10 years

10 years equipment

Catalina™ warrants the spas electrical equipment components – heater and control systems against malfunction due to defects in material and or workmanship for a period of 10 years

10 years plumbing

Catalina™ warrants the factory installed plumbing components not to leak for a period of 10 years. This warranty specifically covers leaks from jet fittings, internal plumbing, internal glue joints and hoses

CLASSIC & SWIMSPA WARRANTY (terms of warranty)

This warranty extends to the original retail purchaser of the 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 Ltd (Catalina) or **registered online at 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 in the 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. In order to obtain service under this warranty please contact Catalina Spas Service during normal business hours on **Freephone 0800 731 4601**. Please have the **serial number, model and date of purchase available** with a description of the problem. Catalina will provide the warranty as set out in this agreement.

10 YEAR - SHELL STRUCTURE WARRANTY: 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 costs, including crane, landscaping, decking, fencing and or structure removal, alteration and or replacement or any costs of providing access, lost time, freight, delivery charges or any damages or costs incurred.

10 YEAR - SHELL SURFACE WARRANTY: 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.

10 YEAR - EQUIPMENT WARRANTY: Factory installed electrical equipment components – Pumps, heater and control systems are covered as follows:

Year's one (1) to and including year five (5) original owner has full 100% replacement cost of components including labour.

Year six (6) original owner pays 60% of replacement cost of components and labour.

Year seven (7) original owner pays 70% of replacement cost of components and labour.

Year eight (8) original owner pays 80% of replacement cost of components and labour.

Year nine (9) original owner pays 90% of replacement cost of components and labour.

Year ten (10) original owner pays 90% of replacement cost of components and labour.

Replacement costs of the components and labour / travelling rates will be based upon the current published retail prices.

10 YEAR - PLUMBING WARRANTY: On internal plumbing, jet body fittings, hoses and glued joints against leaks.

10 YEAR - SPA WOODEN CABINET WARRANTY: From date of purchase against defects in materials or workmanship. Wood is a natural product and is subject to weathering. Specifically excluded from this warranty, is damage due to negligence, misuse, vandalism, accidents, cracking, fading, warping or natural disasters. The spa cabinet must be treated every 12 months using Catalina approved Stain and Sealer, which can be purchased on line or from your dealership.

10 YEAR - SPA PVC CABINET WARRANTY: from date of purchase against defects in materials or workmanship. Specifically excluded from this warranty, is damage due to negligence, misuse, vandalism, accidents, cracking, fading, hazing, warping or natural disasters.

3 YEAR - SPA-KLE AUTO SANTISING SYSTEM: From the date of purchase providing the unit is operated as per the instructions supplied at the time of purchase.

2 YEAR SPA COVER 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. The foam inserts, tie down straps and buckles are also excluded. Note: Do not sit, stand, jump on or place heavy objects on the cover. Rain water, leaves etc should not be allowed to collect on the cover and damage caused thereof's excluded from the warranty. 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.

- The Ozone unit.
- LED Lights and systems
- Spa Jets against defects in material or workmanship only. Labour and travelling are specifically excluded on jet replacement.
- Air blower.
- Audio-visual components.

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 cost of installation, removal and/or transport of the spa or swimspa is not covered by this Warranty. If in the event Catalina spas Ltd. deems it necessary to remove the spa or swimspa to a place of repair or that the spa or swimspa must be replaced, any and all costs of the spa or swimspas removal and replacement including crane, landscaping, decking, fencing and or structure removal, alteration and or replacement or any costs of providing access to the spa will be the responsibility of the purchaser.
2. 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.
3. Damage resulting from operating the spa at a water temperature outside the range of 5°C to 44°C for any reason.
4. Damage to fittings, surfaces, sensors, pump seals, gaskets, Spa-Kle System and heaters caused as a result of improper water balance and chemical control.
5. Spa surface damage or discolouration resulting from improper maintenance.
6. 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
7. The use of caustic cleaning solutions
8. The cabinet appearance - all woods and PVC react differently to environmental conditions and so the effects of this are not covered by warranty.
9. Damage caused by failure to follow procedures defined in owner's manual.
10. Damage caused by improper or incorrect electrical supply / connections.
11. Damage occurring to the unit during installation.
12. Headrests, light bulbs, filter cartridges, fuse and drain valves.
13. Scratches and damage caused by normal use.
14. Damage caused by moving the spa.
15. All spa accessories.
16. Spas installed other than by a Catalina Authorised Service Agent.
17. Acts of God, events of force majeure and damage caused by animals, rodents and insects.
18. Damage caused by draining the spa in cold weather. Freezing water and ice will damage the spa and its components.
19. Damage to spa cabinet and frame if spa sub base is not free draining
20. Damage caused by leaving the spa empty and uncovered

This warranty is additional 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, and damage or contingent liabilities arising out of any alleged deficiencies of the spa are specifically excluded.

ACTIVATION CARD

Your warranty must be activated no later than 15 days from date of purchase.
 You can activate your warranty online at www.catalinaspas.co.uk or complete and return this activation card.

Warranty no

00105	
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- *Model
- *Serial no
- *Colour
- *Date of installation

- *Dealer/Supplier Name

Customer Details

- *Name
- *Address
- *Town/City
- *Post Code
- Tel No
- Email
- (* Must be completed for activation of warranty)

Yes	No	
		Check that the Catalina is on a level base
		Open gate valves & purge water system
		Shock treat water
		Set time clock (where applicable)
		Programme computer (where applicable)
		Advise on water chemistry & day to day the Catalina operation
		Advise on draining and filter clean/change
		The safety/insulation cover must be fitted at all times when the Catalina is not in use.

(We recommend that a qualified electrician undertake the electrical installation.
 The electrical supply must be fitted with a 30mA RCD).

Please Complete

I would like to be kept informed of latest news and information from Catalina*.

Yes	
No	

I confirm acceptance of my spa and have read and agree to the terms of the warranty.

Yes	
No	

Customer..... Date.....
 Dealer..... Date.....

*We do not disclose or pass on customer information to any third parties. Any information provided is for the sole company use only