

# Tub Care LTD Warranty Terms - for warranties inherited from The Hot Tub Supercentre



All Warranty terms below are as of the date of installation

## Spa Equipment - 2 Years

Tub Care warrants to the original retail purchaser the spa side equipment pack (pumps, heater, control system, keypad) should a component fail or malfunction due to defects in material or workmanship for a period of two years (2) from the date of installation. In year 2 a call out charge is applicable as per call out charge terms stated below. Lifetime cover on (pump only) is still valid upon customers still signed up to the O-Care subscription plan.

## Spa Plumbing - 2 Years

Tub Care warrants to the original retail purchaser for a period two (2) years from the date of installation that the plumbing or spa will not leak due to defects in materials or workmanship. Tub Care will provide replacement parts to repair or replace any defective components. In year 2 a call out charge is applicable as per call out charge terms stated below

## Ozone – 1 Year

Tub Care warrants to the original retail purchaser that the factory installed ozonators will not malfunction due to defects in the ozonator for a period of one (1) years from the date of installation.

## Audio Equipment - 1 Year

Tub Care warrants to the original retail purchaser the stereo components against malfunctions due to defects in materials and workmanship for a period of one (1) year. Damage or corrosion caused through misuse of chemicals or unbalanced water is not covered

## LED Light System - 1 Year

Tub Care warrants to the original purchaser for a period of one (1) year from the date of installation that the factory installed LED light system will not malfunction due to defects in material or workmanship.

## Cover and Headrests

Tub Care warrants that the spa cover and headrest pillows to be free from defects in material or workmanship on delivery to the customer and are not covered under any additional warranty. Fading, discolouration, and scratches are all considered to be normal wear and tear or improper chemical balance. This also includes but is not limited to any chemical burns or discolouration of the cover as a result of being used on the spa. Zips and stitching are not covered under the terms of the warranty for the spa.

## Spa Cover Clips

Tub Care warrants that the spa cover and headrest pillows to be free from defects in material or workmanship on delivery to the customer and are not covered under any additional warranty.

## Other Spa Components

Tub Care warrants all other spa components, including but not limited to fuses, diverter caps and jet inserts against malfunction arising from defects in material and workmanship for a period of 1 years to the customer. This is a parts only warranty and parts will be posted out.

## Exclusions

This limited warranty is enforceable only by the original retail purchaser. Spa covers and spa pillows are specifically excluded from this limited warranty. All warranties are void if the spa is placed in a commercial or rental property (excluding Holiday Let Spas). In the event it is necessary to remove the spa from the residential premises to repair or replace any warrantable item, any and all cost of spa removal and including but not limited to removal of the original spa and transportation of the replacement spa, damages to landscaping, decking, fencing or other structural alteration or any other cost related to obtaining access to the spa are the sole responsibility of the purchaser.

This warranty does not cover damage caused by misuse, lack of maintenance, and act of god or lime scale deposits. Tub Care is not responsible for any damage caused by alterations or modifications by the user.

All warranties here under are void if the spa has been subject to chemical misuse or chemical imbalances, alterations or modifications

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## Call out Charges

In second year of warranty on main components and Spa Plumbing whilst labour is included in your limited warranty there is an £95 call out charge applicable which must be paid prior to an engineer attending the site. Within warranty a surcharge of 90p/mile will also be charged for any miles over 50 miles from Falkirk. ( eg- if your 80 miles from Falkirk then you'd be charged a call out fee + ( 90p x 30 miles ) prior to an engineer attending

## Warranty Claim/Aftercare Procedure

All warranty claims must be registered by following the Warranty link on our website at [www.tubcare.co.uk](http://www.tubcare.co.uk)

This will then ensure that your issue is passed over to the correct department. Tub Care will then attempt to diagnose the fault and may suggest a number of solutions for the customer to attempt. Should this not resolve the issue Tub Care will then look to contact you within a reasonable time scale in order to book in an engineer visit. An Engineer upon attending the spa will attempt to diagnose and repair the issue. Should this not be possible on the day due to parts or any other reason then Tub Care will look to book another visit in as soon as this is possible within a reasonable timescale. Upon attending a warranty visit, the customer must ensure there is full access to all sides of the spa in order for any diagnosis to take place from all sides and service points. Should this not be available on the day then Tub Care reserves the right to charge a call out fee of £95 as well as the cost of the labour for that day and will have to return at another time.

If it is determined that the malfunction is not covered by the limited warranty, the cost of the service call is solely the responsibility of the purchaser. If it's determined that the malfunction or defect is covered under the warranty, Tub Care will repair or replace the covered item within a period of 21 days unless indicated that a part is not currently available.

TubCare also subcontracts work and therefore it may be AdvancedSpas that contact you in regards to your issue or request.

## Out with Warranty Period

When your warranty for certain aspects of your spa expires then we would recommend using [www.thetubshop.com](http://www.thetubshop.com) to diagnose or repair your spa. All call outs after a warranty period has expired will be charged at £95 which will be payable prior to an engineer attending your property. This will include 30 min of onsite labour. After this period, an hourly rate of £55 will be applied. A surcharge of 90p/mile will also be charged for any miles over 50 miles from Falkirk. ( eg- if your 80 miles from Falkirk then you'd be charged a call out fee + ( 90p x 30 miles ) prior to an engineer attending. Any parts or components required will be estimated and the owner given an estimated quote of any works required including the parts and estimated labour time for such work prior to work commencing. Should the engineer not have the required parts in the case that they need ordered then the work will be booked in by the relevant department and the engineer will return to do the job at a later date.

