ASPEN SPAS

CUSTOM BUILT HOT TUBS | MADE IN THE USA

ES
January 2025

LIMITED WARRANTY. Valid for Original Purchaser in Original Location Only.
To register your warranty, go to aspenspas.com/warranty for your online registration.

Spa Shell – Lifetime of the Spa
Aspen Spas warrants the structure of the shell against water loss due to structural failure to the original purchaser for the lifetime of the spa. If the shell is proven to be defective, Aspen Spas reserves the right to repair, replace, and substitute any component(s), including the shell with one of equivalent value at our discretion. Shipping and labor are the responsibility of the purchaser.

5. Shell Surface
Aspen Spas warrants the acrylic finish against defects in material and workmanship, specifically blistering, cracking or delaminating for a period of five (5) years on acrylic from the manufacture date to the original purchaser. If the surface is proven to be defective within the warranty time-period, Aspen Spas reserves the right to replace, repair, and substitute any component(s), including the shell, with one of equivalent value at our discretion. Shipping and labor are the responsibility of the purchaser.

3. Equipment
Aspen Spas warrants the spa equipment, i.e. control system, heater, and pumps against malfunction and defects in material and workmanship for a period of three (3) years from the date of installation. Parts are covered 100% for the entire three (3) years.

3. Plumbing
Aspen Spas warrants that the plumbing of the spa will be free from leaks for a period of three (3) years from the date of install to the original purchaser. Warranty covers plumbing parts which include: Jet bodies, air hoses, water hoses, PVC hoses, and fittings. Parts are covered 100% for the entire three (3) years.

3. Cabinet and Skirting
Aspen Spas warrants the structure of skirting surrounding the spa for three (3) years from defects in the material and workmanship. Appearance of material are covered 100% for the entire three (3) years.

Labor
Consult your local dealer for the terms of your labor warranty on your Aspen Spa purchased through an authorized Aspen Spas dealer. The dealer is responsible for the labor.

Installed Options
Aspen Spas warrants other components for one (1) year from the date of install. This includes: Speakers, power supply, subwoofer, docking stations, salt system components, LED lights, ozonator, LED strip light, stainless steel band, and waterfall. Aspen Spas is NOT responsible for radio reception caused by location, terrain, or other non-component problems.

Wearable Components.
Aspen Spas warrants all parts sold for a period of one (1) year. Additional warranties are provided by the component's manufacturers which include, but are not limited to, spa covers and pump seals. Aspen Spas warrants headrests for three (3) months. Aspen Spas will assist the purchaser in fulfilling these warranties but assumes no additional coverage or liability.

Original Purchaser & Location
Aspen Spas Warranty is in effect for the original purchaser and the original spa installation location. Movement of the Aspen Spa from original spa installation location results in voiding of all warranty unless authorized in writing from Aspen Spas and performed by an Aspen Spas authorized dealer.

Warranty Performance
The registered warranty must be completed within fourteen (14) days of delivery. To make a claim under this warranty, contact your dealer within seven (7) days of the time you discover the problem. You must give your dealer written notice of any claim along with proof of original purchase within seven (7) days of the time of your discovery of the problem.

Owner Responsibilities:
The spa must be accessible for service. Warranty may not apply if:
1. Purchaser has enclosed spa within a deck, benches or other obstacles.
2. Recessed spa in ground or concrete decks or other obstacles which prevent access for service. Dealer shall require owner to remedy situation or may charge for work required to obtain access or recall due to this situation. Consult with the dealer or manufacturer before engaging in any special conditions.
3. Owner is responsible for fulfilling standard maintenance which includes: balancing and sanitizing water/proper water chemistry, cleaning jet internals, and properly handling spa cover.

We recommend, in the interest of compliance with your warranty and maximum longevity of life for your product, that your spa is serviced on an annual basis. Please contact your local dealer for further information.

Limitations
Except as described above, the warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without Aspen Spas prior written consent, accident, acts of God, weather, misuse, abuse, commercial or industrial use, use of an accessory not approved by Aspen Spas, failure to The follow the Aspen Spas PreDelivery Instructions or Owner's Manual, or repairs made or attempted by anyone other than an authorized representative of Aspen Spas. Examples include, but are not limited to: any component or plumbing change, electrical conversion, damage of surface due to leaving the spa uncovered or due to covering the spa with something other than Aspen Spas authorized cover, damage to the surface due to contact with unapproved cleaners or solvent, damage caused by operation of water temperature outside of the approved 34F-104F (1°C-40°C) levels, damage caused by unapproved sanitizers such as calcium hypochlorite, sodium hypochlorite, "tri-chlor" type chlorine or sanitizing chemical that remain undisclosed on the spa surface, improper water chemistry, damage due to dirty, clogged, or calcified filter cartridges, damage caused by failure to provide an even, sufficient support of spa. Contact your dealer for a list of manufacturer-approved accessories.

Disclaimers
To the extent permitted by law, Aspen Spas shall not be liable 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 spa, if needed. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you. 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. Some states do not allow limitations on how long an implied warranty may last, 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. Failure to register this warranty will result in one (1) years warranty on everything. It is the customer's responsibility to read and understand the full warranty obligations.

DISCLAIMER

Aspen Spas of St. Louis, Missouri is a manufacturer of portable hot tubs, pre-plumbed hot tubs and hot tub shells. Aspen Spas provides warranty assistance in the fullest extent allowed by the Aspen Spas warranty as shown on this paper. Your dealer is the first contact for any issues, problems, and service needs that arise during the lifetime of your Aspen Spa. Your dealer is the Authorized Service Center for Aspen Spas. Your dealer's expertise is crucial to any service issues. In the case of service needs contact your dealer directly. Your dealer is an independent business and is not a division of Aspen Spas, not an agent of Aspen Spas, or an employee of Aspen Spas. Aspen Spas cannot accept responsibility for claims, statements, contract, additions, deletions, changes, or extensions on Aspen Spas warranty provisions by your dealer. If your dealer does any of the above items- written or verbally- you must contact them directly to address these items.

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