

LOTUS SPAS®

Guarantee

We are confident that you will enjoy the most comfortable spa ownership experience possible. Our no nonsense, no fine print Guarantee provides complete ownership coverage for complete comfort and peace of mind.

10 - Year Structural Guarantee

LOTUS SPAS® guarantees to the original owner that the structural fiberglass resin composition of your Comfort Fit Shell will not leak and the structural support system of the spa will be free from defects in materials and workmanship for ten years. If a failure occurs, we will supply the materials and technical labor for the repair.

5 - Year Acrylic Guarantee

LOTUS SPAS® guarantees that the spa's cross linked acrylic finish will be free from defects in materials and workmanship for five years. If a failure occurs, we will supply the materials and technical labor for the repair.

3 - Year Component Guarantee - E-Class

2 - Year Component Guarantee - C-Class

LOTUS SPAS® guarantees the following factory installed components: In-Touch Electronic Controls, Personal AquaFlex Control(s), Comfort Massage Pump(s), AquaFlex Massage Pump(s), Mini 24/7 Circulation Pump, Air Blower, Heating System, LED Mood & Safety Lighting, LED Accent Lighting, Everlast / Envirocare Cabinet, Ozone Water Purifier, Waterfall, Internal and External Plumbing and Light Lenses, will be free from defects in materials and workmanship for 3 years - E-Class, 2 years - C-Class hot tubs. If a failure occurs we will supply the materials and technical labor for the repair. The ozone generator uses a consumable corona discharge chip that is not covered under the guarantee.

2 - Year AquaCoustics / AquaVision Guarantee

LOTUS SPAS® guarantees that the AquaCoustics and AquaVision electronic systems will be free from defects in materials and workmanship for two years. In a failure occurs, we will supply the materials and technical labor for the repair.

2 - Year Exchange Guarantee

LOTUS SPAS® guarantees that the factory supplied Color Coordinated Cover, Comfort Massage Jet Inserts, Filter Lids, Comfort Rest Pillows and Floating Remote Controls will be free from defects in material and workmanship for two years. If a failure occurs, you can exchange the failed components at your local LOTUS SPAS® retail store. This guarantee doesn't cover the discoloration of materials caused by improper water treatment.

LOTUS SPAS® Transfer Option Guarantee

The remaining portion of the LOTUS SPAS® Guarantee is transferable to a new owner for a fee of € 299, once in the life of the guarantee. It is the new owner's responsibility to contact their local LOTUS SPAS® representative to arrange for a customer-paid installation inspection of the spa to activate the guarantee transfer. The transfer fee, spa serial number and inspection sheet must be received by LOTUS SPAS® office within 60 days of the ownership transfer to be valid.

See the reverse side of this Guarantee for simple and easy to understand Performance Standards, Disclaimers, Limitation and Legal Rights. These guidelines will ensure that you receive the best service and customer support for your LOTUS SPAS® hot tub.

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Performance Standards

To receive service from a qualified LOTUS SPAS® service representative, your spa must be registered online and you may be asked to provide an original bill of sale. Our LOTUS SPAS® Guarantee starts from the original date of delivery. You may be assessed a reasonable travel charge for service at your home. It is the spa owner's full responsibility to provide unencumbered access to the equipment for service, removal, and / or re-installation of the spa for required repairs.

If LOTUS SPAS® determines that repair of spa is not feasible it reserves the right to provide a replacement spa equal in value to the original purchased price. In this case the owner is responsible for expenses including removal, shipping and re-installation of the existing or replacement spa. Upon replacement of a spa, the guarantee will cover the remaining portion of the existing guarantee from the original installation date. The guarantee does not cover fading from natural aging and / or damage from excessive chemical use on all spa finishes and fixtures. LOTUS SPAS® installed for commercial applications are excluded from all Guarantee coverage. The LOTUS SPAS® Guarantee can not anticipate, nor does it cover, damage of failure that has occurred as a result of product abuse, accidents, power disturbances, vandalism, acts of God or nature and other causes which are out of any manufacturer's control.

All LOTUS SPAS® hot tubs must be used, installed and maintained as directed by the supplier Owner's Manual to receive guarantee coverage. This LOTUS SPAS® Guarantee is valid only in the country of purchase. Service after the sale is the responsibility of the dealer from whom you purchased your spa. All Guarantees are to be registered online by your Dealer before delivery. It will not be possible to process a Guarantee Claim Form without the completion of the Guarantee Registration Process FIRST.

Disclaimers

LOTUS SPAS® and its representatives shall not be liable for any injury, loss, cost or other damage, whether incidental or consequential, arising out of any defect covered by this Guarantee, including, without limitation, loss of use of the spa and cost for removal of defective product, even if LOTUS SPAS® has been advised of the possibility of such damage. The liability of LOTUS SPAS® under this Guarantee, if any, shall not exceed the original amount paid for the defective product. Coverage under this Guarantee shall commence as of the date of installation or if not specified, the original date of purchase and the duration of such coverage shall not extend for any reason whatsoever beyond the stated time periods. These disclaimers shall be equally applicable to any service provided by LOTUS SPAS® or its designated representatives.

Limitations

This Limited Guarantee takes the place of all other guarantees, expressed or implied, in fact or at law, including implied guarantees of merchantability and fitness for a particular purpose. All Guarantee service must be performed by LOTUS SPAS® or its designated representative using authorized parts. No agent, dealer, distributor, service company or other party is authorized to change, modify or extend the terms of this Limited Guarantee in any manner whatsoever.

Legal Rights

The Guarantee gives you specific legal rights. You may also have other rights which vary from country to country.