WE WANT YOU TO KNOW THAT YOUR WARRANTY CAN BE AFFECTED IF YOU:

- Use in a commercial application.
- Install the product incorrectly.
- Alter, abuse or misuse the product.
- Expose your spa to banned chemicals.
- Expose your spa to water chemistry imbalance.
- Change the plumbing.
- Install alternate equipment.

Operation outside factory set temp range. * Refers to specific components of the shell,heater, and frame. Please review warranty details on specific components below.
BRITISH HOT TUBS EXTENDS THIS LIMITED WARRANTY SOLELY TO THE ORIGINAL PURCHASER OF ANY BRITISH HOT TUB, SELF CONTAINED SPA INSTALLED FOR RESIDENTIAL USE IN ALL COUNTRIES OUTSIDE OF AUSTRALIA, NEW ZEALAND, CANADA AND THE UNITED STATES OF AMERICA.

WARRANTY***- British Hot Tubs. .***
Guaranteed Products & Quality Assurance.

EXTENT OF THE WARRANTY:

This warranty extends only to the original purchaser of the British Hot Tub when purchased and installed in a residential application in all countries outside of Australia, New Zealand, Canada and the United States of America. This warranty extends through the selling dealer to the original purchaser at the original site of installation. This warranty does not apply to special offers and events. The B.H.Ts warranty terminates upon any transfer of ownership or if the spa is installed in a commercial application.
Warranty begins at the spa's date of sale to the consumer or six months after manufacture, whichever comes first.
Exchange Warranty - All warrantable products will be exchanged with new or refurbished and or like product available at the time of the Warranty transaction.

SPA COVER MANUFACTURER WARRANTY:

Spa covers are delivered with a one year manufacturer's warranty, this is against malfunction due to defects in material and workmanship for a period of one year.

WARRANTY PERFORMANCE:

To obtain service in the event of a defect covered by this Limited Warranty, notify your authorized selling dealer as soon as possible and use all reasonable means to protect the spa from further damage. Upon proof of purchase, the dealer will correct the defect subject to the terms and conditions of this warranty. There will be no charge for parts or labour to repair the defect if the defect is determined to be covered under the terms and conditions of this written limited warranty, although providing access to affect the repair is the responsibility of the spa owner. You may be
assessed reasonable repair person travel charges and administration fees.

If B.H.T. determines that the repair of the covered defect is not feasible, we reserve the right to inspect the malfunction or defect on location. We may also require that the spa be returned to our facility for assessment. In such an event, all removal, replacement, installation, and shipping costs are the responsibility of the spa owner. At time of inspection, (by a B.H.T. representative) we will determine if the spa is repairable. If not, we will provide a replacement spa on a prorated basis. The spa owner will

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be charged 2 (two) percent of the retail cost for each full month of ownership from the date of purchase. The replacement spa warranty will be equal to the balance, if any, remaining on the original spa. Spa safety covers are not included.

EXCLUSIONS:

Spas installed in commercial applications are excluded from any warranty coverage whatsoever. This Limited Warranty is void if B.H.T. or its designated representative determines that the spa has been improperly installed or improperly supported (See instruction Manual for installation instructions), subject to alteration, misuse or abuse, or if any repairs on the spa are attempted by anyone other than an authorized representative of B.H.T; or if failure is caused by accident, acts of nature, acts of God, or other causes beyond the control of B.H.T. Neglect, misuse and abuse include any installation, operation, or maintenance of the spa other than in accordance with the instructions contained in the owner's manual provided with the spa, including, but not limited to damage caused by operation outside the range of 34 degrees Fahrenheit and 116 degrees Fahrenheit or 1 degree Celsius and 47 degrees Celsius; the failure to maintain proper water chemistry and chemical balance; the use of abrasive or improper chemicals. Alterations shall include any components or plumbing change, electrical conversion, or the addition of any sanitation or water purification device or heating system which contributes to a component or unit failure or unsafe operating system. Please be advised that the Spa Warranty will become void if B.H.T. or any of its selling or servicing agents determines that the spa has been exposed to Hydrogen Peroxide, TriChlor or any substance using it as an ingredient proven to be dangerous to the Spa. Any condition arising from the use of Hydrogen Peroxide or TriChlor on the Spa is not a warrantable defect.

The Spa Shell Surface Warranty, as indicated previously in this document, becomes void if B.H.T. or any of its selling or servicing agents determines that the spa shell has been exposed to extreme cold / hot weather conditions, over exposed to direct sunlight, exposure to citrus based cleaning agents, exposed to harsh and aggressive chemicals or cleaning agents or any other substance proved to be dangerous to the acrylic shell surface. Cosmetic scratches, gouges and crazing are not considered warrantable defects. Cracks and are not covered.

A phenomenon referred to as "crazing" in the spa industry could occur to any metal essence, blush or opal acrylic. This phenomenon is strictly cosmetic and does not affect the spa's structural integrity.

This phenomenon would not be a warrantable defect. This Limited Warranty does not provide coverage for the spas thermal cover (see separate manufacturer's cover warranty), any item attached to, or installed on, including cover lifters or gazebos, or for gaining access to any component for repair or replacement. The conditional two- year leak warranty is limited to leak repairs by the B.H.T. The spa owner accepts liability for repair work performed by anyone other than a designated B.H.T. representative, this will void the conditional two-year leak warranty cover.

DISCLAIMERS:

B.H.T. and any of its representatives shall not be liable for loss of use of the spa or other incidental, consequential, special, indirect, or punitive costs, expenses, or damages which may include, but are not limited to, the removal of a permanent deck or other custom fixture, or the necessity for crane removal. Under no circumstances shall B.H.T. or any of its representatives, be held liable for injury to any person, or damage to any property, however arising. In no case, shall B.H.T.be liable, for any reason or cause, for any cost in excess of the amount paid for the original spa purchase. No other warranties, expressed or implied, are valid.

No agent, dealer, distributor, service representative, or other party is authorized to change, modify, or extend the terms of this Limited Warranty in any manner whatsoever.

LEGAL REMEDIES:

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This Limited Warranty gives you specific legal rights, and you may have other rights which vary from country to country, province to province or state to state. Some countries, provinces or states do not allow limitations on how long an implied warranty lasts and therefore this limitation may not apply to you. Contact your local B.H.T. dealer for service.

TEN YEAR SPA SHELL WARRANTY:

B.H.T. warrants against water loss (through the spa shell) due to workmanship or manufacturing defects for 10 (ten) years.

*Spa shell must not be exposed to direct sunlight (left empty with the cover off).
*Approved BHT spa chemicals must be used at all times.
*At least one water test per year must be approved by a BHT representative.
*Spa must be installed on a solid, flat base. *If relocated, the spa must be moved by an approved BHT installer.
*This warranty is non-transferable, unless in writing by a BHT
*We recommend an annual service/check over by a BHT representative to ensure that the warranty has not been invalidated.

FIVE YEAR SURFACE WARRANTY:

B.H.T. warrants the interior surface material of the spa shell against blistering or delaminating for a period of five years. (See Surface Warranty in the Exclusions portion of this document).

TWO YEAR NO FAULT CORROSION HEATER WARRANTY:

B.H.T. warrants, unconditionally, the heater, as originally installed, against defects in material and workmanship, and against water andchemical corrosion for a period of two years.

TWO YEAR PUMP WARRANTY:

B.H.T.warrants the pump(s) due to motor failure or malfunction due to defects in material and workmanship for a period of two years.

TWO YEAR CONTROL WARRANTY:

B.H.T. warrants the control system (pack and keypad) against malfunction due to defects in material and workmanship for a period of two years.

TWO YEAR CONDITIONAL LEAK WARRANTY:

B.H.T. warrants the factory installed plumbing against water loss due to defects in material and workmanship for a period of two years, with conditional exclusions. This warranty specifically covers leaks from the jet fittings, drain fittings, internal plumbing, filter canister, mechanical float water gauge and light lens.

ONE YEAR LED LIGHTING WARRANTY:

B.H.T.warrants the LED lighting to be free from defects in material and workmanship for a period of one years.

FIVE YEAR SYNTHETIC THERMAL BARRIER CABINET WARRANTY:

B.H.T.warrants the Synthetic thermal barrier cabinet to be free from defects in material and workmanship for a period of five years. This warranty specifically covers the cabinet's structural integrity (excluding surface stain or colour). The cosmetic finish is warranted to be free from defects at the time of initial delivery to the original consumer purchaser. Fading and weathering of the surface

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will naturally occur over time and are not considered warrantable defects.
Due to thermal expansion properties of Polyethylene materials, contraction and expansion in synthetic cladding can occur over varying temperatures. However, under no circumstances either of these conditions can be construed as warping from its original form.
Note: Award Leisure Ltd. warrants the non- Synthetic thermal barrier cabinet to be free from defects in material and workmanship for a period of three years.

FIVE YEAR SPA STRUCTURE FRAME WARRANTY:
B.H.T.warrants the spa structure frame to be free from defects in material and workmanship for a period of five years.

ONE YEAR PURIFICATION SYSTEM WARRANTY:
B.H.T.warrants the Ozone purification system to be free from defects in material and workmanship for a period of one year.

SIX MONTH SPA PILLOW WARRANTY:
B.H.T. warrants the spa pillows against defects in material and workmanship for a period of six months. Blistering, discoloration, any chemical or physical damage is not warrantable.

ENTERTAINMENT SYSTEM WARRANTY:
B.H.T. warrants the factory installed entertainment system (power supply, speakers, Bluetooth, Wi-Fi) to be free from defects in material and workmanship for a period of one year. This warranty specifically excludes water damage, so care must be taken that all protective covers and doors are locked in place prior/during operation.

WARRANTIES FOR OTHER COMPONENTS:
Jet inserts, filter lid & lock ring are warranted against malfunction due to defects in material and workmanship for a period of two years (these parts are a part replacement only/no labour coverage).
Failure to maintain water chemistry and/ or neglect in cleaning the stainless-steel components could escalate the chemical attack on the stainless. Due to environmental conditions out of our control, we are unable to warranty discolouration or corrosion on stainless steel parts. The following items are not included in this limited warranty but are warranted to be free from defects in material or workmanship at the time of delivery to the original consumer purchaser from the dealer: Filter cartridge, dirty filters, air locks, incorrect water chemistry, loose unions, pinched or misaligned gaskets, pump seals, closed water valves, closed jets, fuses, expired light bulbs, disconnected power cords. This Limited Warranty applies to all ***British*** ***Hot Tubs*** manufactured after **January 1st, 2020.**

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