



## BEST WARRANTY AVAILABLE

**THIS INDUSTRY-BEST WARRANTY** is extended to the original purchaser of the spa produced by Lloyd's Material Supply company, Inc. Which manufactures the American Spas brand portable spa manufactured after January 1st, 2025 and installed for residential use in the United States of America and Canada. This Warranty begins on the date of delivery of the spa, but in no event later than one year from the date of manufacture.

5 YR

### STRUCTURAL

**THIS INDUSTRY-BEST WARRANTY** covers defects in the spa's fiberglass structural shell. This includes issues such as sudden shell collapse, leaks through the shell, or separation between the acrylic surface and the shell caused by faulty bonding. It does not cover minor imperfections like micro-abrasions, pinholes, or surface changes caused by sun exposure. Damage resulting from misuse, heavy impacts, poor maintenance, or chemical abuse is also not covered. Proper installation is required. The spa must be placed on a level surface—ideally a 3–6" thick concrete slab depending on the spa's weight. Damage caused by an uneven or unstable foundation, including cracking or structural stress, is not covered. It is the owner's responsibility to ensure the spa is installed on a properly leveled and inspected foundation.

5 YR

### SHELL STRUCTURE

**THIS INDUSTRY-BEST WARRANTY** covers defects in the spa's acrylic surface caused by materials or workmanship. This includes issues such as blistering, peeling, delamination or cracking that occur under normal use. It does not cover damage caused by improper water chemistry, chemical misuse, excessive sun exposure, scratches, impacts, or sharp objects. Discoloration or deterioration resulting from unbalanced water conditions—including hard or soft water—or chemical abuse is also not covered.

2 YR

### EQUIPMENT AND CONTROLS

**THIS INDUSTRY-BEST WARRANTY** covers factory-installed components including the control system, control panel, heater, and pumps if they malfunction due to defects in materials or workmanship. Covered issues include control box failure, panel malfunctions, heater failure, or pump failure under normal use. Coverage is void if the spa is not installed according to the electrical specifications outlined in this manual. This includes proper GFCI protection, correct wire type and size, and compliance with NEC and local codes. Damage caused by external events such as flooding, lightning, wildfires, or other natural occurrences is not covered.

2 YR

### PLUMBING

**THIS INDUSTRY-BEST WARRANTY** covers leaks in the spa's plumbing system caused by defects in materials or workmanship. This includes joints, tees, hoses, water features, and jet body grommets. It does not cover damage caused by improper water chemistry, chemical misuse, or unapproved sanitizers. Freeze damage is also not covered. While winterization guidelines are provided, they do not guarantee protection. Keeping the spa running during colder months is the best way to prevent freezing. Damage caused by severe weather, power outages, or leaving the spa exposed without a properly secured cover is not covered. Oxidation or warping of jets due to chemical abuse or exposure to the elements is also excluded.

1 YR

### SPA CABINET

**THIS INDUSTRY-BEST WARRANTY** covers defects in spa cabinet panels caused by materials or workmanship. This includes warping, cracking (without signs of impact), or structural buckling under normal conditions. Normal wear and tear from sun exposure is expected and not covered, including fading or aging of materials. Damage caused by excessive heat, sprinkler systems, mineral or water spotting, or impacts is also excluded. Environmental conditions can affect cabinet longevity, and using a plastic protectant is recommended, especially in high UV areas. All cabinet claims are evaluated on a case-by-case basis. Damage caused by natural events such as flooding, high winds, wildfires, or similar conditions is not covered.

1 YR

### OZONE/UV SYSTEMS

**THIS INDUSTRY-BEST WARRANTY** covers malfunctions of factory-installed ozone and/or UV water treatment systems due to defects in materials or workmanship. This includes internal leaks, backflow into the ozone generator, or electrical failure of the system. UV bulbs are considered wear items and must be replaced every 10–12 months. Bulbs older than 12 months are not covered. This warranty is void if the system has been modified, improperly installed, exposed to chemical abuse, or damaged by external events.

1 YR

### SOUND SYSTEM

**THIS INDUSTRY-BEST WARRANTY** covers malfunctions of factory installed sound system components. This includes the subwoofer/amplifier, speakers, speaker grills, power supply, or Bluetooth antenna. Natural wear and tear of speaker cones is not covered by this warranty, nor are deterioration of speakers exposed to chemical abuse.

## PERFORMANCE

**THIS INDUSTRY-BEST WARRANTY** begins on the date of delivery of the spa, but in no event later than one year from the date of manufacture. To obtain service in the event of a defect covered by this Limited Warranty, notify American Spas as soon as possible, and use all reasonable means to protect the spa from further damage. Upon presenting proof of purchase to American Spas, a designated representative will assist in the correction of the defect, subject to the terms and conditions contained in this Limited Warranty. If deemed necessary, the designated service representative may advise on contacting a 3rd party to contract a warranty repair. There will be no charge for parts or Labor to repair the defect, although providing access to affect the repair is your responsibility as the spa owner. Freight charges for replacement parts is the responsibility of the spa owner. Parts and components can be shipped to the servicing contractor or to the spa owner. The servicing contractor may charge the owner a travel/service fee as well as a diagnose fee if the cause of the issue is unknown, these charges are not covered under warranty. Lloyd's Material Supply company is not responsible for damages or costs to rebuild decks, cement structures, or other decor/structures placed against the sides of the spa. Minimum clearance of 3 feet on each side is mandatory for all spas. In the event that the spa is removed to a repair facility for repair and reinstalled, the cost of removal and re-installation will be your responsibility as the spa owner. If Lloyd's Material Supply Company Inc., The manufacture of the American Spa brand determines that repair of the covered defect is not feasible, it reserves the right to provide a replacement spa of equal or lesser value to the original purchase price. In such an event reasonable costs for removal of the original spa, shipping costs from the factory for the replacement spa, and delivery and installation of the replacement spa will be the responsibility of the spa owner. The replacement spa will carry the balance of the original spa's warranty. Spa covers are not included. This warranty ends either by specified time frame, owner-transfer of the spa, relocation, or installation of any component other than by the manufacture. If the desired spa is more expensive than what the spa owner originally financed or paid for, the price difference shall be paid by the spa owner. Additional costs can be incurred if the use of heavy machinery such as a crane, bulldozer, etc, is considered necessary to access, remove, or perform a repair/correction to the affected spa.

## WARRANTY LIMITATIONS

**THIS INDUSTRY-BEST WARRANTY** is void if American Spas or its designated representative determines that the spa has been subjected to alteration, neglect, misuse or abuse, or freight damage caused by the common carrier; any repairs have been attempted by anyone other than a designated representative; or if the failure is caused by accident, acts of God or other causes beyond the control of the Manufacturer including acts of nature (damage caused by animals, rodents, or other pests) are not covered by this warranty. Additionally; the limited warranty is void for spas that were subject to neglect, misuse and abuse including 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 the failure to maintain proper water chemistry, chemical balancing, the use of abrasives or improper cleaners, and the use of non-genuine parts and accessories. This Limited Warranty does not provide coverage for any item attached to or installed on the spa after the date of manufacture or for gaining access to any component for repair or replacement. Spa units in commercial use are excluded from any coverage whatsoever, this includes but is not limited to, rental properties with non resident rotating tenants, Airbnb, Vrbo, or any other property sharing app or program/organization. The spa owner accepts liability for repair work performed by anyone other than Lloyd's Material Supply Company Inc, or a designated American Spas representative. This Limited Warranty is void if damage occurs to the spa shell because of excessive heat buildup due to failure to cover a spa that is empty while exposed to direct sunlight.

## PRORATION OF WARRANTY

Units determined by the manufacture to be non-repairable will be replaced on a prorated basis with the same or a comparable unit. The owner will be charged 1% of the current retail cost for each full month of ownership from the date of purchase through the date failure is determined to be non-repairable. This charge will be waived during the first 6 months of ownership. [example]: Product failure is determined during seven months of ownership. Owner will be responsible to pay for 7% of the products current cost. As the spa owner you have the choice to replace the spa, with a spa equal to or less than the value of the originally financed/purchased spa; if the desired replacement spa is of a higher cost than the originally financed/purchased spa, the spa owner will pay the difference of price, including any percent value lost over time through the spas proration period. The cost of shipping a new spa and its installation is not covered by this warranty as stated in the "Performance" section of this warranty.

## LIMITATIONS

The manufacturer disclaims all warranties, expressed or implies, in fact or in law, to the extent allowed by your State's law, including the warranty of merchantability and fitness for use, except as stated specifically herein. All warranty service must be performed by the manufacture or its designated representative using authorized American Spa parts. No agent, distributor, service company, or other party is authorized to change, modify, or extend the terms of this limited warranty in any manner whatsoever. The manufacture will not be responsible for any statements or representations made in any form that go beyond, are broader than, or are inconsistent with any authorized literature or specifications furnished by American Spas. Extended warranties or care plans offered to you by a vendor is an agreement strictly between the spa owner and the vendor, out of the control of the manufacturer of American Spas.

## DISCLAIMERS

Lloyd's Material Supply Company, Inc., manufacturer of the American Spas brand 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 limited warranty, including without limitation, loss of use of the spa and cost for removal of defective produce even if the manufacture was advised of the possibility of damage. The liability of the manufacture under this limited warranty, if any shall not exceed the original amount paid for the defective product. Coverage under this limited warranty shall commence as of the original date of delivery 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 the manufacturer and its designated representatives.



## **LEGAL RIGHTS**

This limited warranty gives you specific legal rights. You may also have other rights that vary from state to state depending on consumer regulations. Some states do not allow limitations on how long an implied warranty lasts, so this time limitation may not apply to you.

## **CHEMICAL ABUSE**

Chemical abuse is defined as improper use of approved spa chemicals, and the usage of unapproved chemicals, including but not limited to sanitizers, water chemistry adjustment chemicals, water clarifier's, etc. Abuse of chemicals can cause damage to the spas finish, acrylic shell, jet body seals, jets, pillows, and other spa internals. Chemical abuse damage is not covered by this limited warranty, such damage to the spa can be avoided with proper maintenance of the spa waters chemistry.

## **ADDITIONAL DISCLAIMERS**

Spa owners who have purchased an American Spa, and the spas final resting place is not in the United States or Canada, American Spas will be able to send components and parts directly to the spa customer. Additional freight charges for equipment and parts is the responsibility of the spa owner. It is the responsibility of the spa owner to find a experienced electrician, plumber, or technician to perform the necessary repairs. A preliminary over the phone technical meeting with an American Spa representative is necessary, to ensure the experienced laborer is familiar with the spas operation, and recommended repair methods. Labor costs of a repair in such circumstances must be first approved by a American Spas representative, before moving forward with any repairs covered in this warranty. It is advised to request a labor quote from said experienced laborer, and to send this quote to a American Spa representative. If all prerequisites are met and the repair is approved, Lloyd's Material Supply Company the manufacturer of American Spas will reimburse the cost of labor, directly to the spa owner upon completion of repairs. Reimbursements of charged labor will be sent as a check to the spa owners residence, with a varying estimated disbursement window. For all repairs/warranty claims within the United States and Canada and other nations, may be required to send parts/components back to the manufacturer of American Spas when deemed necessary. In some circumstance where shipping the component/part is necessary, American Spas will provide a shipping label to send the affected or requested components/parts. It is the responsibility of the spa owner to properly package and secure the package for shipping. In some circumstances only images and proof of purchase would be necessary to file a warranty claim, in such circumstances if a American Spas representative deems that the replaced parts do not have to be returned, follow all local regulations and laws to properly dispose of said components.

