

Platinum Spas Bath Warranty



PRODUCT WARRANTY

As a result of the care and attention to detail that we invest in the manufacture of our whirlpool bath products, we are confident that they will perform as desired for many years.

However, occasionally defects do arise; should you discover a defect in your bath product we will carry out an investigation and replace any defective components free of charge within warranty.

Manufacturing warranty

1-YEARS ACRYLIC & STRUCTURE

The manufacturer provides the user of the bath a 1 year's warranty to be free of defects in the acrylic shell and metal frame from the original date of delivery.

1-YEARS COMPONENTS

The basic and optional components such as control system, massage engines, hydro or air pump and plumbing are warranted for 1 years from the original date of delivery (No warranty is given on fuses, bulbs, gaskets)

1-YEARS SIDE PANELS

The factory installed side panel is warranted for 1 years from the original date of delivery.

1-YEARS WHIRLPOOL SYSTEM

Our Platinum Spas whirlpool system – specifically limited to the pumps, control system and plumbing are warranted against malfunctions due to defects in workmanship or materials for 1 years from the original date of delivery

1-YEARS LED LIGHTS

The factory installed LED lights are warranted against defects in materials or workmanship for 1 years from the original date of delivery.

Platinum Spas
Unit 6 Devonshire Industrial Hamlet,
Station Road, Brimington,
Chesterfield, Derbyshire, S43 1JU

Warranty Limitations

1. This warranty does not cover damage caused by misuse, lack of maintenance, or lime scale deposits.
2. Platinum Spas. reserves the right to replace the defective parts with factory or remanufactured parts.
3. Platinum Spas is not responsible for any damage caused by alterations or modifications by the user.
4. The warranty is valid from the date of the delivery.
5. The warranty of the bath does not cover defects, damage or failure caused by the common carrier, installer, user or other persons, pets or rodents, or resulting from, without limitation, any of the following: careless handling (lifting unit by plumbing, abrading finish, etc.) including its own negligence; modification of any type for any reason)including modification to meet local codes); Improper installation (including installation not in accordance with instructions and specifications provided with the unit); connections supplied by the installer of the equipment; improper voltage supply or unauthorized electrical modification; misuse; incorrect operation, or lack of proper routine maintenance; operation of the unit without specified minimum amount of water or at inappropriate water temperature; use of abrasive or improper cleaners; or acts of God, such as lightening, floods, earth-quakes etc.
6. In addition, The manufacturer will not be responsible for incidental or consequential damages or losses arising from any cause (e.g water damage to carpet, ceiling, tiles, marbles, loss of use etc.) including it's own negligence; damages to, respecting or resulting from: plated parts when pool and/or spa chemicals are used in the unit or hard water conditions; optional bath equipment not manufactured by the company but supplied with the dealer, installer or

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Company; the units prior usage as an operational of display; or defects that should have been discovered before installation.

7. This warranty does not include: labour, transportation of other costs incurred in the removal and or reinstallation of the original unit and/or installation of a replacement unit; any costs relating to obtaining access for repair; or loss of use damage, including loss of sales, profit or business advantage of any kind under any circumstances. Spa units are excluded of any warranty coverage if any addition, deletion or modification of any kind whatsoever has been made to the unit (or to any component).
8. The warranty does not cover defects of damage due to normal wear and tear, improper installation, alterations without the manufacturer written consent, accident, misuse, abuse, commercial or industrial use, use of an accessory not approved by the manufacturer, failure to follow the user manual, or repairs made or attempted by anyone other than an authorized representative of the manufacturer.

Commercial Use Warranty

The product guarantee is only valid for products used in the United Kingdom and installed in a domestic environment. The warranty is void where defects occur from commercial use of our products.

Extent of Warranty

This warranty extends only to the original consumer purchaser of the bath when invoiced and delivered.

The warranty terminates upon any transfer of ownership, prior to the expiration of the warranty period.

Any modifications to the bath will void the warranty.

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THIS WARRANTY DOES NOT AFFECT YOUR STATUTORY RIGHTS

NOTIFICATION

To obtain service in the event of a defect covered by this warranty, you should notify us either by telephone to the number below, as soon as possible upon becoming aware that the fault has arisen.

www.platinums spas.co.uk
01246 559071
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