

Miraloma Manufacturing Limited Warranty: Portable Hot Tubs

Five Years on Spa Shell Structure: The spa shell structure is warranted against water loss due to defects in materials or workmanship for five years from the original date of delivery.

One Year on Spa Shell Surface: The acrylic spa shell is warranted against cracking, blistering or delaminating due to defects in materials or workmanship for one year from the original date of delivery. There is no in-field labor for checking the spa surface.

Two Years Parts, One Year Labor on Spa Plumbing: Spa fittings and plumbing are warranted against leaks due to defects in materials or workmanship for one year from the original date of delivery. In-field labor is covered for a period of one year. There is no labor coverage on internal jet parts replacement, cleaning or adjusting.

Two Years Parts, One Year Labor on Standard Spa Equipment – Electronic Spa Control Systems, Jet Pump(s), and Heater: The spa equipment systems are warranted against failure due to defects in materials or workmanship for two years from the date of delivery. In-field labor is covered for a period of one year. Fuses, bulbs, and seals are not covered.

One Year on Spa Cabinet: The spa cabinet is warranted to be free of defects in materials or workmanship for one year from the original date of delivery. Normal wear or appearance is not included. This warranty does not include damage caused in delivery, variations in color, wear or appearance. There is no in-field labor for cabinet replacement.

Ninety Days on Spa Pillows and Filter: Pillows and filter are subject to water chemistry variation and are warranted for ninety days from the original date of delivery.

Spa Covers: Spa covers are warranted to be free of defects in materials and workmanship for a period of **one year** on vinyl and **one year** on foam core. Please see spa cover warranty card included with cover for details and exclusions.

WARRANTY PERFORMANCE:

1. Miraloma Manufacturing (at its sole discretion) or an Independent Authorized Service Representative will repair or replace any component found defective under the terms of this warranty. Parts and labor are covered by Miraloma Manufacturing. A reasonable service call trip fee may be assessed by the authorized service provider.
2. The warranty coverage period begins on the date of delivery as long as it does not exceed 18 months from the date of manufacture. Beyond 18 months, the warranty coverage period begins at 12 months from the date of manufacture. The date of manufacture is noted on the ID plate on each spa. Warranty coverage is only extended to the original buyer.
3. This warranty does not cover cleaning or adjusting jets or for customer error in following correct procedures.
4. Miraloma Manufacturing reserves the right to substitute a spa or component of equivalent value, either new or factory reconditioned and any such repair or replacement shall assume as its warranty only the remaining portion of the warranty on the original product.
5. Spa surface repairs will be made by an Independent Authorized Service Representative or by Miraloma Manufacturing at its sole option, to allow the spa to function satisfactorily.
6. Miraloma Manufacturing is not liable for any costs associated with in-ground, in-deck, or in-home installations or removal. Costs associated with installations other than standard residential portable spa use will be the sole responsibility of the spa owner. The spa owner is responsible for any freight and/or delivery and set up charges for a replacement spa.

General Disclaimers:

7. Except as expressed herein, there shall be no other warranty or obligation, expressed or implied, oral or statutory. Miraloma Manufacturing, its agents, or employees shall in no event be liable for injury to any person, or for any claim for damage, however arising.
8. Miraloma Manufacturing shall not be liable for any incidental or consequential damages for breach of any expressed or implied warranty, breach of contract, negligence, strict liability, or any other legal theory related to this product. All consequential expenses including loss of use, damages, or contingent liabilities arising out of any alleged deficiencies of the spa are specifically excluded from this warranty.
9. This warranty is the sole and exclusive remedy for defects in materials and workmanship. All implied warranties of fitness and merchantability are hereby expressly excluded. There are no warranties that extend beyond the description on the face hereof. Coverage is further limited to spas installed for residential use only.

Spa Warranty Coverage Will Be Void Under The Following Conditions:

10. If the spa has been subjected to any alterations, after-market product installations, misuses, abuses, or if any repairs are attempted by anyone other than an Authorized Miraloma Manufacturing Service Technician.
11. If the spa surface or equipment has been damaged or discolored as a result of improper water chemistry maintenance, including sanitizers such as trichlor type chlorine, calcium hypochlorite, sodium hypochlorite, and any other chemicals or a chemical dispenser that may rest on the spa surface. Some household cleaners can damage the spa shell or equipment and will void this warranty completely. Use only products that are recommended for spas.
12. If damage to the spa has resulted from an Act of God, force majeure, moving of the spa, improper installation, unstable power conditions, customer negligence, customer abuse, weather and sunlight damage or damage caused in shipment.

Your Rights:

This warranty gives you specific legal rights and you may also have other rights that vary from state to state. To obtain warranty service, please notify Miraloma Manufacturing within 15 days of the problem by emailing CustomerSupport@MiralomaManufacturing.com or calling 800-948-9026.