



Warranty

Durasport® Spas Limited Warranty

Rotationally Molded Spa Cabinet: LIFETIME WARRANTY

Durasport® Spas (maker of Strong™ Spas) warrants the original retail purchaser the integrity of the spa's cabinet structure will not rot, crack, or peel for as long as the customer owns the spa. (repair or replacement)

Plumbing & Equipment:

Durasport® Spas (maker of Strong™ Spas) warrants the original retail purchaser the integrity of the spa's plumbing against leaks as a result of defects in material or workmanship for a period of 1 year on all rotationally molded spas (parts) and 1 year on labor (90 days labor on Rio Spa)*. Durasport® Spas (maker of Strong™ Spas) warrants the original retail purchaser the integrity of the spa's Equipment Pack (pumps, heater, control system) to be free from defects in material and workmanship for a period of 1 year on all rotationally molded spas (parts) and 1 year on labor (90 days labor on Rio Spa)* from the date of the original retail purchase. *Maximum reimbursement: \$70.

Ozonators & LED lighting:

Durasport® Spas (maker of Strong™ Spas) warrants the original retail purchaser the integrity of the spa's Ozonator and LED Lighting to be free from defects in material and workmanship for a period of 1 year from the date of the original retail purchase. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

Please Note: Electrical Connections must be made by a qualified, licensed residential electrician. Improper installations present hazards which can result in personal injury or property damage and void the warranty on the spa. Please see the Pre-delivery Guide and/or Owners Manual for additional information.

Exclusions:

This limited warranty is enforceable only by the original retail purchaser. Fuses, covers, light bulbs, light lenses, spa pillows, seals on pump and motor, and any dealer installed accessories are specifically excluded from this limited warranty.

All warranties are null and void if any of the following occur:

- The spa has been subject to alteration, neglect, misuse or abuse.
- Any damages caused by failure to install, maintain, and operate the spa in accordance with the recommendations contained in Durasport® Spas Owner's Manual.
- Any and all costs of spa's removal and replacement including but not limited to removal and transportation, damages to landscaping, house structures.
- The spa has been used in a non-residential application or an application in which it was not designed.
- Spa shell damage caused by excessive heat build-up due to failure to cover the spa while empty of water and/or exposure to direct sunlight.
- Any damages caused by improper maintenance of spa water chemistry or by any undissolved spa chemicals which may cause bleaching of the spa shell and erosion or discoloration of stainless jets.
- Any repairs that are done by any one other than authorized Durasport® Spas / Strong™ Spas agent, or anyone without expressed written permission by Durasport® Spas / Strong™ Spas warranty department.
- Any and all costs associated with obtaining warranty service. Durasport® Spas (maker of Strong™ Spas) provides a maximum reimbursement of \$70 and is not responsible for any form of Trip Charge requested by a service provider.
- Do not use third-party salt-based systems in your spa! Damage caused by salt-based systems that have not been factory installed will not be covered under your warranty.

IMPORTANT: Durasport® Spas Warranty is void if the spa is moved to any location that is not the original 'Ship To' address.

DISCLAIMERS: TO BE COVERED UNDER THE DURASPORT® SPAS (MAKER OF STRONG™ SPAS) WARRANTY YOU MUST REGISTER YOUR PRODUCT WITHIN 30 CALENDAR DAYS OF DELIVERY. DURASPORT® SPAS (MAKER OF STRONG™ SPAS) AND ITS AUTHORIZED AGENTS SHALL NOT BE LIABLE FOR ANY INJURY, LOSS, COST OR OTHER DAMAGE, WHETHER INCIDENTAL, CONSEQUENTIAL, SPECIAL OR PUNITIVE, 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 PRODUCT, EVEN IF DURASPORT® SPAS (MAKER OF STRONG™ SPAS) HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE. THE LIABILITY OF DURASPORT® SPAS (MAKER OF STRONG™ SPAS) 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 PURCHASE AND THE DURATION OF SUCH COVERAGE SHALL NOT EXTEND FOR ANY REASON WHATSOEVER BEYOND THE STATED TIME PERIOD. THESE DISCLAIMERS SHALL BE EQUALLY APPLICABLE TO ANY SERVICE PROVIDED BY DURASPORT® SPAS (MAKER OF STRONG™ SPAS) OR ITS AUTHORIZED AGENTS.

LIMITATIONS: THIS LIMITED WARRANTY IS NONTRANSFERABLE AND ONLY APPLIES TO THE ORIGINAL PURCHASER. THIS LIMITED WARRANTY SUPERSEDES THE PLACE OF ALL OTHER WARRANTIES EXPRESSED OR IMPLIED, IN FACT OR AT LAW, INCLUDING IMPLIED WARRANTIES OF FITNESS FOR A PARTICULAR PURPOSE. ALL WARRANTY SERVICE MUST BE AUTHORIZED BY DURASPORT® SPAS (MAKER OF STRONG™ SPAS) AND PERFORMED BY ITS AUTHORIZED AGENT. NO DEALER, DISTRIBUTOR, SERVICE COMPANY, OR OTHER PARTY IS AUTHORIZED TO CHANGE, MODIFY, OR EXTEND THE TERMS OF THIS LIMITED WARRANTY IN ANY MANNER WHATSOEVER.

FOR WARRANTY QUESTIONS OR CLAIMS PLEASE CONTACT CUSTOMER SUPPORT AT 1.800.787.6649