

## Trueform Spa Pool Warranty

1. The Spa Pool moulding, i.e. the shell is guaranteed by the manufacturers for ten years from date of delivery, against failure in service due to faulty workmanship or materials, provided that the installation, use and maintenance have been carried out in accordance with normal practice according to our recommendations.
2. All support equipment i.e. Filtration Plant, Heaters, Motors and Pumps are guaranteed for 24 months Parts and 12 Months Labour, from delivery date against faulty workmanship and materials, provided used in accordance with the manufacturers requirements. All light bulbs and ozone lamps are not covered by the manufacturer's warranty.
3. All plumbing piping and installation of Jets, Filters, Lights and Ozonators are guaranteed for 12 months from date of delivery.
4. This warranty does not extend to damage caused during delivery or installation of the Product, wear and tear, or damage resulting from accident, negligence or misuse.
5. Colour changes or variations and material failures are limited to guarantees or warranty offered by the material suppliers. This guarantee does not extend to any damage, defect or failure caused or arising through defective installation of the pool.
6. It is agreed that all pool support equipment including pump, heater, filter, supercharger, plumbing not attached to the pool at the time of manufacture, lights and their housings and other items which are listed as optional extras are not covered by this guarantee. Such equipment is the subject of separate guarantees given under the original manufacturers guarantees relating thereto.
7. That the Product has been left in the original situation following its installation.
8. That the pool has been maintained and the water thereto chemically treated according to sound well-established methods and that abrasive cleaners are not used on the pool surfaces.
9. The guarantee shall be invalid if earth, ground-fill movement, subsidence or base support movement damages the pool. Act of God acts of aggression, by accident, or by intentional, reckless negligent acts of any person. In no event shall Trueform Products Ltd, its agents or employees, be liable for injury to any person for any claim of damage, however arising.
10. If any such defect appears or occurs the Purchaser shall inform Trueform Products Ltd or its representative by notice in writing within seven days of such defect at the earliest possible time. Such notice is required to set out the exact nature of the defect and the circumstances in which it was noticed.
11. If warranty claim requires removal of the spa to effect repair, replacement, or otherwise, all costs associated to remove, transport and re-install the spa are at the expense of the Purchaser.
12. That in the pool vessel, original attached plumbing equipment is not in any way altered or modified from its original state. All servicing and repairs to be carried out only by a service person authorised by Trueform Products Ltd.
13. This warranty does not extend to any damage, defect or failure arising through;
  - leaving the spa uncovered while empty of water, exposed to sunlight and/or environment
  - Operation of the spa at a water temperature outside of the range of 2C to 45C
  - Incorrect use of chemicals and/or unbalanced water, such as calcium hardness, total alkalinity, pH, or sanitizer.
  - Operation of the spa outside of the specified voltage requirements (220 - 240Vac), including voltage spikes and brown outs.
  - improper handling of the spa, including but not limited to transporting, setting up and usage
  - Vermin, insect or any other type of infestation.
  - Use of incorrect chemicals, such as tri-chlor, calcium hypochlorite, sodium hypochlorite, or any other chemical that may remain undissolved on the surface of the spa.
14. This warranty is only valid with the original purchaser and is not transferable.
15. This is the only warranty given by Trueform Products Ltd. All other warranties, conditions or representation whether expressed or implied are excluded.

Purchasers Full Name.....

Suppliers Name.....

Address.....

Date of Purchase.....

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