

# Warranty Registration

**Owner's Information: (Please Print)**

Owner's Name

Street Address

City  State  Zip

Home Phone  Work Phone

E-Mail

Date Purchase  Retail Purchase Price

**Purchase Information:**

Dealer Name

City  State

Model #  Color

Serial #

I have read and accept the terms of my warranty.

\_\_\_\_\_  
Your Signature

\_\_\_\_\_  
Date

Detach at Dotted Line and Return within 30 days of purchase.

## LIMITED WARRANTY

**LIFETIME - Limited Steel Frame Warranty**

MAAX SPAS INDUSTRIES CORP. Inc. warrants the Zinc Coated Steel Structural Support System against rusting, corrosion, splitting, collapse, and other structural failure for the life of your spa under "normal use" guidelines from the date of original consumer purchase. Excludes wood frame.

**10 YEAR - Limited Vessel & Frame Structure Warranty**

MAAX SPAS INDUSTRIES CORP. warrants the fiberglass vessel structure against water loss due to defects in materials and workmanship and the cabinet's internal frame to be free from defects in materials and workmanship for ten (10) years from the date of original consumer purchase.

**7 YEAR - Limited Surface Warranty**

MAAX SPAS INDUSTRIES CORP. warrants the interior surface of the vessel against blisters, cracks, or delaminating due to defects in material and workmanship for a period of seven (7) years from the date of original consumer purchase.

**5 YEAR - Limited Equipment, Plumbing Warranty**

MAAX SPAS INDUSTRIES CORP. Inc. warrants the Spa against water leakage from jets, air controls, plumbing fittings, and the equipment (including pumps, Powerworks® Control System, blower, and heater) to be free from defects in material and workmanship for a period of five (5) years from the date of original consumer purchase.

**2 YEAR - Limited Jet Insert Warranty**

MAAX SPAS INDUSTRIES CORP. warrants the jet inserts to be free from defects in material and workmanship for a period of two (2) years from the date of original consumer purchase. Jet inserts are owner-serviceable items and are not covered by the Labor Warranty outlined herein.

**2 YEAR - Limited Side Panel Warranty**

MAAX SPAS INDUSTRIES CORP. warrants the DuraMaax™ side panels not to crack, blister, peel, splinter, warp, or delaminate and to be free from defects in materials and workmanship for a period of two (2) years from the date of original consumer purchase.

**2 YEAR - Limited Digital Optics Warranty**

MAAX SPAS INDUSTRIES CORP. Inc. warrants the Digital Optics Lighting System to be free from defects in materials and workmanship for a period of two (2) years from the date of original consumer purchase.

**UPGRADES - Limited Warranty**

MAAX SPAS INDUSTRIES CORP. Inc. warrants: **CleanZone II:** the CleanZone II UV Sanitizing system to be free from defects in materials and workmanship for a period of one (1) year from the date of original consumer purchase. **WiFi Module, Spa Monitor / Transceiver, Ozonator, and Floating Remote:** the Spa Monitor / Transceiver, Ozonator, and Floating Remote to be free from defects in material and workmanship for a period of one (1) year from the date of original consumer purchase. **Audio Components:** the BlueTooth receiver, sub-woofer, power supply, and speakers to be free from defects in material and workmanship for a period of one (1) year from the date of original consumer purchase.

**Limited Headrest, Skimmer Lid, & Diverter Valve Warranty**

MAAX SPAS INDUSTRIES CORPORATION warrants the headrests, skimmer lids, and diverter valve to be free from defects in material and workmanship for a period of ninety (90) days from the date of original consumer purchase. Headrests, skimmer lids, and diverter parts are owner-serviceable items and are not covered by the Labor Warranty outlined herein.

**Time Of Delivery**

MAAX SPAS INDUSTRIES CORPORATION warrants fuses, light bulbs, and filter cartridges to be free of defects in material and workmanship at the time of delivery to the original consumer purchaser.

**EXTENT OF WARRANTY**

This Limited Warranty applies to Spa products manufactured by MAAX SPAS INDUSTRIES CORPORATION (MSIC) under the brands (MAAX Collection, Vita Spa, PowerPools, Xstream, and LA Spas) and sold and installed by its authorized dealers. This Limited Warranty applies to the original consumer/user purchaser and terminates upon any transfer of ownership. This Limited Warranty does not provide coverage for the insulated cover or any item or accessory attached to, or installed on the Spa after the date of manufacture (including water sanitizing systems and cover removal systems, which may be covered under other warranties). Spa is designed and intended solely for residential installation and use. Therefore, commercial (non-residential) installations are herein expressly excluded from all warranty coverage.

**WARRANTY PERFORMANCE**

In the event of a defect covered under the terms of this Limited Warranty, notify your authorized MAAX Spas dealer. Use all reasonable means to protect the Spa from further damage. A MAAX Spas representative will repair the unit subject to the terms and conditions contained in this Limited Warranty. Within the warranty terms provided herein, parts or labor to repair a defect will be no charge, although you may be assessed reasonable labor and travel charges for the service call. All Spa units must be completely accessible for service; so that all side panels can be removed by the service technician without obstruction. MSIC herein reserves its right to repair or replace any portion of the unit or the complete unit. MSIC in its sole discretion may replace a Spa with one of equal value to the original purchaser. In such event, reasonable costs for removal of the defective Spa, plus delivery and installation of the replacement unit will be the sole responsibility of the owner. MSIC reserves the right to conduct an on-site inspection by its authorized service representative. MSIC must pre-authorize the return of all defective products and/or component parts. Pre-authorization is required for all in-field service where there is no authorized MAAX Spas Dealer. Freight charges may be assessed if the Spa is returned to an Authorized MAAX Spas representative, or to the factory for repair. The customer will bear all freight costs for any goods returned to an authorized MAAX Spas representative or the factory, for any repairs deemed to be excluded from coverage under the warranty.

**EXCLUSIONS**

This Limited Warranty is void if the Spa has been subjected to unprotected freeze conditions or incurs damage caused by improper water chemistry or water maintenance. This Limited Warranty is void if the Spa has been subjected to alterations, neglect, misuse or abuse; if any repairs have been attempted by anyone other than a MAAX Spas authorized service representative; or if failure is caused by accident, acts of God, or other causes beyond the control of MSIC. Damage can be caused by exposing the Spa vessel to direct sunlight for extended periods of time. Temperatures generated by sunlight or UV may become concentrated on the vessel surface causing the surface material to crack, delaminate or discolor. The Spa cover must be kept on the spa while void of water or any time it is not being used. Alterations include plumbing changes, electrical conversions, or additions of alternate sanitation (other than an approved MAAX Spas ozone generator, CleanZone II, or other similar water sanitary system) or heating systems which contribute to component or unit failure. Neglect, misuse and abuse includes any installation, operation or maintenance of the Spa other than that outlined in the Owner's Manual or use for which the Spa is not designed. Including, but not limited to damage caused by operation of the unit at water temperatures outside the range of 32 degrees F. and 120 degrees F., damage caused by dirty, clogged, or calcified filter cartridges, damage to the vessel surface caused by improper use of chemicals, allowing undissolved sanitizing chemicals to contact the surface, damage caused by improper pH balance or other improper water chemistry, damage caused by failure to provide even and sufficient foundation for the Spa, are considered abuses and may invalidate this Limited Warranty. Fading, discoloration, yellowing, scratches and/or gouges can occur with normal use and are not considered warrantable defects if reported after the date of installation. Micro-crazing on the vessel surface is the result of over exposure to direct sunlight when the cover is not properly installed, and is not covered by this warranty. The UV bulb contained within the CleanZone II UV sanitizing chamber requires routine replacement every twelve to eighteen months and is not covered by this limited warranty. Any commercial use of the spa constitutes a non-residential application and is not covered by this warranty.

**DISCLAIMER**

MAAX SPAS INDUSTRIES CORPORATION (MSIC) or its authorized agents, shall not be liable for any injury, or loss of use of your Spa or other incidental or consequential damages or expenses which may include but are not limited to the removal of a permanent deck, carpeting or other custom fixture. In no event shall MSIC be liable, for any reason or cause, in excess of the amount paid for the product. No other warranties, expressed or implied, are valid. No agent, dealer, distributor, Service Company, or other party is authorized to change, modify, or extend the terms of this Limited Warranty in any manner whatsoever. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

**LEGAL RIGHTS**

This Limited Warranty gives you specific legal rights and is not applicable if it interferes with any law or regulation in any state, province, or country.

**Void if the Serial Number Label is missing.**