



# Product Warranty

The Limited Warranty extends to the original consumer purchaser of a Wellis USA spa manufactured after May 1, 2019, and installed for residential use in the United States of America and Canada.

This Limited Warranty begins on the date of delivery of the spa, but in no event later than one year from the date of manufacture. This warranty terminates upon any transfer of ownership of the spa, or if the spa is installed or relocated outside the country of purchase prior to the expiration of the warranty period.

For assistance with product registration, maintenance, or service requests, please contact the independent Wellis® Spa Dealer where you purchased your product. Use our Dealer Locator to find a spa dealer near you.

## Hot Tub Warranty

### Lifetime Warranty on the WPS frame and Insulation

The manufacturer provides the original consumer purchaser of the hot tub with a lifetime warranty on the WPS plastic frame and insulation against degradation.

### Warranty on the Shell structure of the Spa



PeakLine / PeakLife models – 7 years

CityLine / CityLife models – 5 years

The manufacturer extends to the purchaser of the hot tub with a 7/5 year warranty that the shell will be free of water loss due to a defect in the Spa shell.

### Warranty on the Shell surface of the Spa

PeakLine / PeakLife models – 5 years

CityLine / CityLife models – 3 years

The manufacturer provides the purchaser of the Spa with a 5/3 year warranty against blistering, cracking, or delamination of the Spa's shell.

This surface finish warranty does not apply to discoloration or fading.

### Warranty on the Cabinet of the Hot tub

PeakLine / PeakLife models – 5 years

CityLine / CityLife models – 3 years

The manufacturer warrants the Spa's cabinet to be free from defects in material for 5/3 years. This warranty specifically covers peeling, cracking, or shrinking. Fading and weathering of the surface will occur naturally over time and are not considered to be warrantable defects.

### No-leak plumbing Warranty

PeakLine / PeakLife models – 5 years

CityLine / CityLife models – 3 years



Hot tub fittings, internal plumbing lines, and jet assemblies are warranted against leaking due to defects in materials or workmanship.

### Warranty on pumps, control box, and display module

PeakLine / PeakLife models – 5 years

CityLine / CityLife models – 3 years

The manufacturer warrants the pumps, display, and Hot tub control box (heating element included) against defects in materials and workmanship or any defect for 5/3 years.

Regarding the electrical components, this warranty is not given on fuses, bulbs, and gaskets. This Limited Warranty does not apply if the failure is caused by or contributed to by any of the following: improper wiring, use of extension cords, improper alterations or modifications, or failure to plug into isolated service, as indicated by the manufacturer's specifications.

### Warranty on standard and optional Spa components

PeakLine / PeakLife models – 5 years

CityLine / CityLife models – 3 years

The manufacturer warrants the jets, air regulators, valves, diverters, valves, and other spa components against defects in materials and workmanship for 5/3 years. Some parts, most of which can be changed out without the use of tools, such as filter cartridges, filter lid, spa pillows, and cover locks, are not included in this warranty but are warranted to be free from defects in materials and workmanship at the time of delivery.



## Warranty on the heat pump, WIS unit, and probes

PeakLine / PeakLife models – 2 years

CityLine / CityLife models – 2 years

The manufacturer provides the purchaser of the Hot tub a two year warranty against any failure due to defects in materials or workmanship, probe calibration, and the necessary liquids are not included in this warranty.

## Warranty on the Thermo cover of the SPA

PeakLine / PeakLife models – 1 year

CityLine / CityLife models – 1 year

The manufacturer provides the Spa's purchaser with a one year warranty against any failure due to defects in materials or workmanship. Fading and weathering of the surface will occur naturally over time and are not considered to be warrantable defects.

## Warranty on the ozone system

PeakLine / PeakLife models – 1 year

CityLine / CityLife models – 1 year

The ozone system is warranted against defects in materials workmanship or leaks for one year from the original date of delivery.

## Warranty on the audio system components

PeakLine / PeakLife models – 1 year



CityLine / CityLife models – 1 year

The factory-installed audio components (i.e., power supply, speakers, wires, etc.) are warranted against defects in materials or workmanship for one year for parts and labor.

### Warranty on the LED lights

PeakLine / PeakLife models – 1 year

CityLine / CityLife models – 1 year

The factory-installed LED lights are warranted against defects in materials or workmanship for one year.

### Warranty on the EVA components

PeakLine / PeakLife models – 1 year

CityLine / CityLife models – 1 year

The EVA components are the headrests and filter lids. These components are warranted against defects in materials or workmanship for six months.

## Extent of Warranty

This warranty extends only to the original consumer purchaser of the Spa when invoiced and delivered. This warranty begins from the compilation date of the factory invoice for the Spa. This warranty terminates upon any transfer of ownership prior to the expiration of the warranty period.

## Limitations



1. Further, this Limited Warranty does not apply if a failure is caused by or contributed to by any of the following: improper installation, improper use of chemicals, improper introduction of foreign substances into the water, etc., and/or failure to adequately protect the surface from exposure to the sun/elements and extreme temperatures. In the event of a defect, the acrylic surface repair is further limited to only the defective portion of the surface, and the repair is not guaranteed against discoloration or fading.
2. This warranty does not cover damage caused by misuse, lack of maintenance, or improper maintenance of the spa chemistry.
3. The manufacturer reserves the right to replace the defective parts with factory or remanufactured parts.
4. The manufacturer is not responsible for any damage caused by alterations or modifications by the user.
5. The manufacturer provides one year general warranty for each spare part for the Spa.
6. The warranty of the Spa 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); freezing; 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



lightning, floods, earthquakes, etc.

7. 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, marble, loss of use, etc.) including its 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 by Dealer, installer or the Company; the unit's prior usage as an operational display; or defects that should have been discovered before installation.

8. This warranty does not include labor, transportation, or 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 from any warranty coverage if any addition, deletion, or modification of any kind whatsoever has been made to the unit (or to any component).

9. This warranty does not cover defects or damage due to normal wear and tear, improper installation, alteration without the manufacturer's written consent, accident, misuse, abuse, commercial or industrial use, use of an accessory not approved by the manufacturer, failure to follow the user's manual, or repairs made or attempted by anyone other than an authorized representative of the manufacturer.

10. Any and every Wellis spa except for Holiday Let Spa in commercial or industrial use is excluded from any warranty coverage whatsoever. The warranty for Holiday Let Spa for commercial or industrial use is one year.

## Warranty Performance



To make a claim under this warranty, contact your dealer. If you cannot obtain service from the dealer, please contact the manufacturer.

All spas must be accessible for service, all sides must be free from obstruction so that the service technician may be able to perform repairs. Wellis, USA reserves the right at its option to either repair or replace any portion of the Spa with new or reconditioned parts.

Wellis, USA reserves the right at its option to either replace any portion of the Spa or the complete Spa.

Wellis, USA may replace a Spa with one of equal value to the original purchaser.

Any repair or replacement shall provide no new warranty coverage but shall retain only the remaining portion of the original product's warranty.

## DISCLAIMERS

WELLIS USA AND ITS REPRESENTATIVES SHALL NOT BE LIABLE FOR ANY INJURY, LOSS, COST OR OTHER DAMAGE, WHETHER INCIDENTAL OR CONSEQUENTIAL, 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 WELLIS USA WAS ADVISED OF THE POSSIBILITY OF DAMAGE. THE LIABILITY OF WELLIS USA UNDER THIS LIMITED WARRANTY, IF ANY, SHALL NOT EXCEED THE ORIGINAL AMOUNT PAID FOR THE DEFECTIVE PRODUCT. ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF





THE APPLICABLE WARRANTY STATED ABOVE, WHICHEVER IS  
SHORTER

## Legal Rights

This warranty gives you specific legal rights, and you may have other rights which vary from state to state, province to province or country to country.