



ELEMENTS™ SERIES Acrylic Spas Limited Warranty

10 Acrylic Shell: 10 years parts & labor

Strong Spas warrants the integrity of the Elements Series spa shell not to leak for 10 years. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

7 Acrylic Surface: 7 years parts & labor

Strong Spas warrants the acrylic surface material of the Elements Series portable spa to be free from defects in material and workmanship for a period of 7 years from the date of original retail purchase. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

7 Spa Cabinet: 7 years parts & labor

Strong® Spas warrants the integrity of the spa's cabinet structure will not rot, crack, or peel as a result of defects in material or workmanship for a period of 7 years from the date of original retail purchase. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

5 Plumbing & Equipment: 5 years parts & labor

Strong Spas warrants the integrity of the spa's plumbing against leaks as a result of defects in material or workmanship for a period of 5 years on parts and 5 years on labor from the date of original retail purchase. Strong Spas warrants the integrity of the spa's Equipment Pack (pumps, heater, and control system) to be free from defects in material and workmanship for a period of 5 years on parts and 5 years on labor from the date of the original retail purchase. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

1 Replacement Only: 1 year

Strong Spas warrants the integrity of the spa's accessories (where applicable): Including jet inserts, pillows, and standard spa cover for one year. This warranty does NOT cover damage due to abuse, vandalism, or acts of nature.

Warranty Specifics

- Ozoneators: Strong Spas warrants that the factory installed ozoneator will not malfunction due to defects in material and workmanship for a period of 1 year from the date of the original retail purchase.
- LED Lighting: Strong Spas warrants the factory installed LED Lighting System to be free from defects in materials and workmanship and materials for a period of 1 year from the date of the original retail purchase.
- Sound System: Strong Spas warrants the factory installed Sound System to be free from defects in material and workmanship for a period of 1 year from the date of the original retail purchase. The Sound System has a 90-day labor warranty.

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 Owner's Manual for additional information.

Exclusions

This limited warranty is enforceable only by the original retail purchaser. Fuses, covers, light bulbs, light lenses, 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 the Strong 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 a 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.
- The use of Tri-chlor or calcium-hypochlorite
- Any repairs that are done by anyone other than authorized Strong Spas agent or anyone without express written permission by Strong Spas warranty department.
- Any and all costs associated with obtaining warranty service. Strong Spas 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.

DISCLAIMERS: TO BE COVERED UNDER THE STRONG SPAS WARRANTY YOU MUST REGISTER YOUR PRODUCT WITHIN 30 CALENDAR DAYS OF DELIVERY. 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 STRONG SPAS HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGE, THE LIABILITY 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 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 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