

WARRANTY

-----Orca Leisure-----



Orca Leisure 11 Glaisdale Drive East - Nottingham NG8 4GU
TEL: 0115 9547 316

Orca Leisure Warranty Agreement

Shell Warranty - 10 years.

Orca Leisure warrant the shell against water loss to the customer arising from structural failure for a period of 10 years.

Shell Surface - 5 years.

Orca Leisure warrant the shell surface against water loss to the customer, arising from defects in materials, including cracks, blisters, peeling and delamination for a period of 5 years. Includes all parts and onsite labour necessary for repair.

Electrical Equipment and Plumbing - 2 years.

Orca Leisure warrant all major spa components – specifically, the pumps, the heater, the control system and the ozonator – against malfunction arising from defects in materials and workmanship, for a period of 2 years to the customer. Includes parts and onsite labour necessary for repair. Leaks from pump unions are expressly excluded from the warranty.

Other Spa Components - 2 years.

Orca Leisure warrant all other spa components, including but not limited to LED lights, fuses, topside control unit, diverter caps, cover clips, and jet inserts against malfunction arising from defects in material and workmanship for a period of 2 years to the customer. Includes only parts necessary for repair. Labour cost is included.

Cabinet Warranty - 2 years.

Orca Leisure warrant the spa cabinet (also known as skirting) to be free from defects in material and workmanship for a period of 2 years to the customer. Includes only parts necessary for repair. Labour cost is included. Fading, discoloration, and minor scratches are all considered to be normal wear and tear and are not covered under this warranty.

Cover Warranty - 1 year.

Orca Leisure warrant the spa cover to be free from defects in material and workmanship for a period of 1 year to the customer. Includes only parts necessary for repair. No labour is included. Fading, discoloration, and minor scratches are all considered to be normal wear and tear and are not covered under this warranty.

Conditions of Warranty.

All warranties apply to the original customer, at the original address that the spa was installed. Your limited warranty does not include the cost of shipping parts back to Orca Leisure, or to an authorized repair agent for assessment. This warranty does not include costs incurred by the use of non-authorized engineer. Customers must gain written consent from Orca Leisure before instructing any engineer not authorized by Orca Leisure. In all cases Orca Leisure has the sole responsibility for determining the cause and nature of a fault. Orca Leisure

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Limited determination is final. Orca Leisure reserve the right to provide a replacement spa of equivalent value if we deem it to be necessary. In such a circumstance the customer shall be responsible for the cost of moving and installing the new spa into position.

N.B.

The parts of this Orca Leisure warranty relating to the 2 years warranty on Electrical Equipment and Plumbing and Other Spa Components is valid only when the customer has returned the warranty validation certificate and a copy of the part P electrical installation certificate within 30 days of delivery and undertakes to have their hot tub serviced by a Orca Leisure engineer or approved sub-contractor after 12 months.

Performance.

The customer must report any discovered fault to Orca Leisure within 10 days. A Orca Leisure representative will then diagnose the fault over the telephone and may suggest a number of possible solutions for the customer to attempt. If after these suggestions fail to resolve the fault, Orca Leisure will then send out an engineer. If an engineer is sent out, payment of a call out/travel charge will be required from the customer. Payment of the call out/travel charge is necessary before an engineer will be sent out. Call out fees are waived for any fault occurring in the first 30 days of delivery. If the engineer determines that any fault is not covered under this warranty, the customer will be solely responsible for the cost of any parts and the engineers onsite labour charge.

Exclusions.

All warranties hereunder are void if the spa has been subject to chemical misuse or chemical imbalances, alterations or modifications not authorized by Orca Leisure, attempts to repair the spa not authorized by Orca Leisure, incorrect use of the spa including but not limited to running the spa dry or filling the spa up incorrectly, electrical installation by a nonqualified electrician, ice in the spa, incorrect winter preparation, or commercial use.

Exclusions, continued.

No part of the spa is warranted against chemical damage. This includes but is not limited to deposits of limescale on the spa shell or on spa components. Correct chemical use is the sole responsibility of the customer.

Spa covers are not warranted against chemical burns.

The spa shell and components are not covered against any defects which may occur as a result of the customer not using the cover while the spa is not in use.

This warranty does not cover damage arising from the use of unauthorized sanitizers such as tri-chlor, acids, calcium hypochlorite, sodium hypochlorite, peroxides, any sanitizing chemical that may remain undissolved on the spa surface.

Damage to headrest pillows reported beyond the day of delivery will not be covered under warranty. Headrest pillows are to be removed from the spa when not in use.

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Disclaimer.

Orca Leisure will not be liable for loss of use of the spa, or any incidental expenses incurred as a result of the repair or replacement of the spa. This includes but is not limited to permanent decking or surroundings, flooring, any other fixtures, chemical loss, water loss or filter loss. Orca Leisure will not be responsible for inadequate radio reception in relation to the spas entertainment system. Orca Leisure warranties are limited to the maximum amount of monies received from the customer with respect to the sale of the spa.

All Warranties.

All warranties apply from the date the spa is delivered to the customer.

The full limited warranty is only valid if the customer returns the warranty registration form within 30 days of delivery. Your warranty validation form must be returned with a copy of your Part P electrical installation certificate if applicable to your spa.

If you are having your hot tub delivered in advance of any electrical work being undertaken you must inform Orca Leisure of this.

When the electrical installation work has been undertaken and you have installed your hot tub, you must return the validation certificate with a copy of the Part P installation certificate within 30 days of the issuing of the part P certificate to validate this warranty.

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Warranty Validation Certificate

For Completion by Customer

**TO BE RETURNED TO ORCA LEISURE WITH A COPY OF PART P ELECTRICAL COMPLETION
CERTIFICATE WITHIN 30 DAYS OF THE HOT TUB INSTALLATION**

(The electrical certificate is the certificate that we need from your electrician for a 32AMP power supply, to say a qualified professional has carried out the work and fitted the correct electrics to run the hot tub)

Please complete and return both pieces of paperwork to:

Orca Leisure
11 Glaisdale Drive East,
Nottingham - NG8 4GU
TEL: 0115 9547 316

Customers Name:

Address:

Hot tub Model:

Installation Date:

Customer Signature:

Delivered By:

Delivery Date:

Additional Information:

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Full Service Arrangement

I, _____ agree to undertake a Full service of my Orca Leisure Hot tub within 12 months from the date of delivery _____.

I understand that by signing this document, the cost of the service to me will be guaranteed at **£249.00** rather than the usual price of **£299.00**.

This usually takes 3-4 hours. We recommend a full service once a year to keep your spa in a healthy condition. This annual service provides peace of mind, safe in the knowledge that your spa has been professionally cleaned and every working aspect inspected and function checked for performance.

What the service includes:

(We clean your hot tub with our own products)

- Remove and treat existing filters with filter cleaner. *We use a heavy duty degreasing agent that breaks down, fats, oils, creams etc from your filter, allowing the circulation pump to run much easier prolonging the life of the pumps and filter.*
- Run chemical system flush. (Antibacterial and degreaser fluid to clean internal pipe work), *Each Hot tub has a network of internal pipes and other equipment. No matter how clean your hot tub appears to be a buildup of residue can accumulate. Our System flush is designed to breakdown this buildup of residue allowing the inside to match the outside.*
- Remove tub sides (where accessible) and inspect pipe work for leaks and obvious faults. *Our engineers are trained to spot all issues with all internal parts of your hot tub*
- Electrical check on control system. *Making sure all terminals are tight, all Earth points are secured and that there are no excessive electrical readings outside of normal parameters.*
- Clean and protect hot tub lid with vinyl protect. *This will leave it clean and protected for another season.*
- Drain tub and clean tub shell with surface cleaner.
- Vacuum out residual water in the tub. *And all water and deposits from inside the pipe work and fittings*
- Remove jets (where possible) clean and refit. Some jets may be impossible to remove without damaging them due to scale build up or other chemical damage customer will be advised of this.
- Tighten all pump unions, inspect and replace any small seals if required.
- Refill hot tub with fresh water, Prime and check operation of pumps, blower, lights and heater.
- Rinse and refit filters
- Balance chemicals using our own supply of Orca Leisure chemicals and sign off the service with the customer.
- We can offer any hints, Tips or advice through our experience of running these particular hot tubs.

Should any repairs be required, the customer will be informed at the earliest opportunity of any repairs that will need to be carried out.

For us to proceed with the service the hot tub must be switched on and filled with water.

If the Hot Tub is surrounded by decking or any other structures e.g. Summer Houses Gazebo's then it is up to the owner to be responsible for ensuring access to the internal structure of the Hot Tub.

Hot tub Parts, plumbing fittings and seals etc are additional to the service cost, if repair work is needed and likely to exceed 1 hour then additional labour charges will apply, if major work is required then we may not be able to do the service and another visit will be required.

Customer Signature _____ Name (Printed) _____ Date _____

Engineer Signature _____ Name (Printed) _____ Date _____

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Installation Check List

(Please note that ALL checklist's should be filled out by both engineers and customer)

Customer Name: _____

Customer Address: _____

Hot Tub Model: _____

Hot Tub Shell Colour: _____

Delivery Type: _____

Date of Delivery: _____

Start Time: _____ Finish Time: _____

Engineer(s): _____

Serial Number: _____

Hot Tub Skirt Colour: _____

Customers Check List

- Model, colour & accessories correct to order
- General condition of the Hot Tub is good
- Hot Tub shell cleaned, before filled
- Electrical supply sufficient and safe
- Filter fitted correctly
- Pumps, blowers & other components running
- All lights and audio working
- Hot Tub started heating
- Control Panel, General Maintenance explained
- Chemicals explained
- Cover and steps in place
- Site left tidy and rubbish removed
- Final Check

Kerbside Delivery

- Model, colour & accessories correct to order
- General condition of packaging is good

Engineers Check List

- Model, colour & accessories correct to order
- General Condition of Hot tub is good
- Product User Manual Correct & present
- Sited properly and to customer liking
- Safe Structure & even base
- Cleaned before filling
- Electrical supply installed by electrician
- Entry glands are correct size and fixed properly
- Earth Bonding (all terminals tight)
- Main incoming power tight and secure
- Isolator box tight and secure
- Cable entry is insulated and mounted correctly
- Tub correctly wired to electrical supply
- Pressure switch wiring correct
- RCD and voltage checks good

Items Sold during delivery

Items sold _____ Amount Spend(£) _____

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Installation Check List

Customer Comments:

Permission for Orca Leisure to use Photographs on social media website **Yes / No**

Customer signature: _____ Date: _____

Engineer signature: _____ Date: _____