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Pre-owned Hot Tub Guarantee Document

From the date of delivery UK Hot Tubs agree to provide a six month guarantee on refinished, pre-owned hot tubs.

All pre-owned hot tubs will be fully serviced cleaned and tested prior to sale and will be supplied with a chemical starter pack and instructions and training on managing water chemistry. Failure to correctly manage your hot tubs water chemistry may invalidate this guarantee.

This guarantee starts from the date of delivery and commissioning of your hot tub.

Items under guarantee include, where fitted:

- Water pumps
- Hydrotherapy jets
- Heaters
- Air blowers
- Sensors / Pressure switches
- Ozone generators
- Control systems - (PCB - control box - touch-pad)
- Lighting systems, (excluding bulbs)
- Plumbing (leaks)
- Top side controllers (air and water controllers)

Items excluded from this guarantee are:

- Defects within the hot tub shell (cracks, marks, blisters or delimitation)
- Cabinet surround and framework
- Headrests / Pillows
- Filters
- Lighting bulbs
- Any fitted stereo equipment
- Hot tub cover (unless new, where a 12 month guarantee will be provided)
- Issues arising from general usage such as:
 - Flow / Dry issues after refill should this simply be an air lock
 - Flow / Dry issues due to dirty filters and or water level being too low
 - Flow issues or other problems caused by scale formation
- If at the point of carrying out a warranty visit, problems associated with electrical supplies to the hot tub or where an electrician is required, we reserve the right to charge our standard call out rate and the electricians fees are at your own cost.

In the event of a failure of a component under guarantee UK Hot Tubs reserves the right to replace or repair any such failed item.

Failures under guarantee will be repaired inclusive of parts and call out and labour fees. Failures after the stated guarantee period or those that are not covered under this guarantee will be subject to standard call out, labour and component fees. Should you appoint any other service company to carry out works whilst under guarantee UK Hot Tubs will not reimburse any associated costs of such works to you or any third party.

To notify us of any failure under guarantee, please either email or call the office as soon as possible after you notice the fault.

Nothing in this guarantee changes your statutory rights.

