



## AURA Hot Tubs Limited Warranty

### WHAT THE AURA LIMITED WARRANTY COVERS

AURA warrants that the hot tub will be free from defects in materials and workmanship for the term set forth exclusively in this warranty. Non-factory installed components and accessories are not covered under this warranty but may have other warranties. Refer to the owner's manual for proper installation, use, and maintenance of the hot tub. The Limited Warranty is made exclusively to the original purchaser of the hot tub and is not transferable.

- The term of the warranty begins on the purchase date and continues for the term described below for each component.
- The fiber glass structure is warranted for five years against water loss. Fittings and attachments are not included.
- The acrylic surface is warranted for one year against defects caused in manufacturing. Defects caused by outside forces such as the sun, heat or poor installation techniques are not covered.
- Plumbing and fittings are warranted against water loss for one year. Unions, valves, gaskets and seals are not covered.
- Electronic equipment, including the equipment pack, PC board, pump, control panel, heater and heat sensors, are warranted against defects in materials and workmanship for one year.
- The synthetic skirt exterior is warranted to be free from defects in materials and workmanship at time of delivery.
- The ozonator, LED light (if equipped) and GFCI cord are warranted against defects in materials and workmanship for one year.
- Fuses, non-LED lights, filter, filter lid and other items not specifically mentioned in this warranty are warranted to be free from defects in materials and workmanship at time of delivery.
- Labor for the repair of water loss from plumbing is covered for one year, and fiberglass shell for five years from date of purchase according to predetermined schedule. All other labor reimbursement is specifically excluded from this warranty.

You will be required to provide proof of purchase of the hot tub prior to receiving any warranty parts.

### WHAT YOU SHOULD DO IF YOU EXPERIENCE A PROBLEM

- Read the troubleshooting guide provided with this hot tub.
- If you have read the troubleshooting guide and still have a problem, call 1-800-543-8603. Please provide the following information when requesting assistance: your name, address and contact information; serial number; purchase date, a description of the hot tub and a description of the problem.

### WHAT AURA WILL DO IN THE EVENT OF A PROBLEM

- A replacement part will be furnished at no charge for any factory-installed component covered under this warranty which, upon return, testing and examination by AURA proves to have manufacturing defects. The warranty period on the replacement part continues from original purchase date of hot tub
- AURA will provide parts and labor for the repair of water loss and surface defects of up to \$150.00. Service providers may charge additional service and travel fees.

### WHAT THE AURA LIMITED WARRANTY DOES NOT COVER

The following situations will void the warranty. If the hot tub is: (i) modified, altered or adapted in any way; (ii) maltreated or used in a manner other than in accordance with the owner's manual; (iii) repaired by any third party and repair fails (iv) improperly installed by any party; (v) used with equipment not covered by this warranty, to the extent that problems are attributable to such use; (vi) relocated to the extent that problems are attributable to the relocation; (vii) located on any support surface other than specified in the owner's manual; and (viii) damaged by pH level outside the range of 7.4 to 7.6 and other chemical abuse. Refer to instructions in the owner's manual for proper installation, use, and maintenance of the hot tub.

Other items excluded from this warranty include freight expenses; labor and material costs associated with removal and or replacement of the hot tub; damage to or fading of the hot tub surface and staining of the hot tub surface or equipment caused by impact, scratching, abrasive or corrosive cleaners; damage due to extreme water temperatures outside the range of 32°F to 120°F (0°C to 49°C) even if the damage was the result of a covered failure; or damage to the hot tub surface or equipment caused by acts of nature, including wind and power surges. Damage caused by the sun and heat from leaving the hot tub uncovered (cover open) is not covered.

Other costs not associated with the direct repair of the hot tub, such as phone charges and missed work are excluded from this warranty.

In the event that the AURA serial number tag on the hot tub has been removed or tampered with, the warranty will be void.

### LIMITATIONS

The owner's sole and exclusive remedy and AURA's entire liability in connection with manufacture and sales of its hot tub products is repair or replacement (at AURA's option) of a defective part, as expressed in the limited warranty. Any other express or implied representation or warranty, including the implied warranties of merchantability and of fitness for a particular purpose as well as non-infringement, is excluded to the maximum extent permitted by law.

Except as may be required by applicable law, AURA shall not be liable for injury, loss, or damage to person or property, however arising, in connection with manufacture or sale of its hot tub products. This includes indirect, punitive, special, incidental, or consequential damages (including but not limited to loss of use) whether the claim for such injury, loss, or damage is based on breach of contract, breach of warranty, or tort, even if AURA has previously been advised of the possibility of such damages.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from state to state.