



MSpa® products are designed with reliability and simplicity in mind. In addition, our internal Quality Assurance Team carefully inspects each unit thoroughly before it leaves our facility. Oriental Recreational Products (Shanghai) Co., Ltd. (ORPC) is pleased to extend this limited warranty coverage to the original purchaser of an MSpa® Product. This warranty is not transferable. The warranty period commences on the original purchase date through 6-12 months accordingly.

The Limited Warranty

This warranty is subject to the obligations, limitations and exclusion listed below:

1. Spa pool – **six (6) months** from original date of purchase.
2. Electric Parts (Control Box) – **twelve (12) months** from original date of purchase.

* Report damage after this time will be subject to rejection.

Repair/replacement parts purchased by the consumer from ORPC after the original coverage has expired on the unit will carry a 90 day warranty, valid with a receipt only. Any item shown to be defective will be repaired at our discretion. No labor coverage is included within these parts.

Shipping Policy: Consumers are responsible for the shipping/freight when return the defect parts to MSpa authorized service center or ORPC. All subsidized labour costs of removal and reinstallation of parts might be subject to dealer service charges.

Conditions:

This warranty applies to the original purchaser and terminates upon any transfer of ownership. ORPC's obligation under this warranty is only limited to replacing or repairing at ORPC's option once any part or parts of this unit which in our judgment show evidence of such defect.

All repairs for which warranty claims are made must be pre-authorized by ORPC through an accredited distributor or agent provided that the defective part be returned to the distributor or agent Transportation Prepaid, if requested.

All the Mspa authorized selling dealer is responsible for all in-field service work carried out on your MSpa® product. ORPC will not be liable for results or cost of workmanship from unauthorized service persons or dealers.

Warranty Registration is required. Warranty Registration Card can be only filled out by mail. All claims must be submitted to ORPC by authorized selling dealers. It is essential that all submitted claims provide all of the necessary information including customer name, purchase date, serial #, product model, problem, and part or parts requested, without this information the warranty will be invalid.

Warranty Cards must be completed and mailed to ORPC by authorized dealer within thirty (30) days from the original purchase date.

Limitations on Warranties

This warranty is a limited warranty. It does not extend to any product or damage to a product caused by or attributable to freight damage, abuse, misuse, or abnormal usage, or repairs not provided by ORPC authorized service personnel, to products used for commercial or rental purpose, or to products used as store display models.

Damages caused by or attributable to the following incidents are specially excluded:

- a. Any damage caused by the operation of the spa with water temperatures outside the range of 0°C-42°C/32°F-107.6°F (Europe/Australia) or 0°C-40°C/32°F-104°F (USA)
- b. Any damage caused by clogged, dirty or calcified filters
- c. Any damage that are purely aesthetic and do not hinder the function of the MSpa
- d. Any damage to the exterior resulting from improper maintenance or any damage to the exterior attributable to freight mishandling
- e. Overfilling
- f. Damage resulting from improper winterization
- g. Damage to the spa liner resulting from improper chemical treatment, damage to the spa resulting from exposure to extreme temperatures.
- h. Damage to the spa resulting from exposure to direct sunlight and ultraviolet rays while the spa is empty
- i. Damage to the pump, motor, plumbing and components due to improper maintenance, chemical treatment, or exposure
- j. Damage resulting from failure to properly follow user's manual installation, operating, or maintenance instructions.

Spa accessories (optional) are excluded from the warranty, including but not restricted to the following:

- * Comfort set (headrests, cup holder)
- * Filter cartridge
- * Heat preservation foam mat
- * Seat cushion
- * Test trip
- * Bubble spa overall cover
- * Ice box
- * Foot bath
- * Led light
- * Plastic wood step
- * Electric pump
- * Remote control

Any alterations to the spa will void this warranty. Alterations include but are not limited to: any component or plumbing change, electrical conversion, or addition of alternate sanitation or heating systems.

ORPC authorizes no other warranty beyond that specifically set forth above. ORPC is not responsible or liable for indirect, special or consequential damages arising out of or in connection with the use or performance of the product or damages with respect to any economic loss, loss of or damage to property including water damage, loss of revenue, loss of enjoyment or use, costs of removal, installation or other consequential damages of whatsoever nature.

No agent, dealer, distributor or Service Company or other party is authorized to change or modify or extend the terms of this warranty.

Legal Rights

This warranty gives you specific legal rights and you may have other rights, which vary from country to country. For warranty service contact, see the MSpa **After Service Center Contact List** in the User Manual.

Manufactured By:

**Oriental Recreational Products (Shanghai) Co., Ltd.
1699 Daye Road, Wuqiao, Fengxian, Shanghai, China**