



# Supreme Warranty Limited

*Shell Structure*  
Lifetime Limited



*Plumbing*  
5 years Limited



*Labor*  
1 Year

*Shell Surface*  
5 years Limited



*Equipment*  
2 years Limited



*Limited In-Field*

**Shell Structure:** Four Winds Manufacturing, LLC warrants the spa shell structure to be free from water loss due to factory defects for a period of Lifetime from original date of purchase.

**Shell Surface :** Four Winds Manufacturing, LLC warrants the spa shell surface to be free from water loss due to fading, blistering, cracking, and delamination in the shell materials for a period of 5 years from original date of purchase.

**Plumbing :** Four Winds Manufacturing, LLC warrants the parts of the pvc plumbing and pvc fittings of the spa to be free from leaks at all glue joints for a period of 5 years from original date of purchase.

**Equipment :** Four Winds Manufacturing, LLC warrants the parts of the spa electrical control system, electrical equipment components and controls,(except stereo and TV systems) to be free from defects in materials and workmanship for a period of 2 years of original date of purchase. Stereos and TV systems covered 1 year from the original date of purchase.

**Labor :** Four Winds Manufacturing, LLC warrants in-field, the labor to repair electrical control systems, electrical equipment components, pvc plumbing and pvc fittings of the spa for a period of 1 year from the original date of purchase.

## Infinity Skirting & Frame

Four Winds Manufacturing, LLC Warrants the Composite skirting that surrounds the spa to be free from defects in material and workmanship at time of purchase. The Spa Frame is warranted against defects in material and workmanship for a period of 5 years from the original date of purchase to the original owner in the original location only.

## Performance of Warranty

In order for the Warranty to be in effect, the original purchaser must fill out and mail in a completed warranty card within 15 days of original purchase date. (Registration card can be found with the owners manual). To obtain service in the event of a defect covered under the Limited Warranty, you must notify your authorized Four Winds dealer within 10 days of the malfunction and use all reasonable means to protect the spa from further damage. Failure to notify your dealer or protect the spa may result in voiding the warranty. Your factory authorized selling dealer is responsible for performing all cover repairs. Upon proof of purchase an authorized service technician will repair the spa subject to the Terms and Conditions of this Limited Warranty. All warranty service must be performed by an F.W.M. authorized service technician . In the event you cannot obtain satisfactory service from your selling dealer you must notify in writing F.W.M. customer service department within (10) days of the reported failure. There will be no charge for parts or labor to repair the defect, although you may be assessed reasonable repairman travel mileage charges and/or access charges if reasonable access is not provided. If F.W.M. determines that repair of a covered item is not feasible , we reserve the right to provide a replacement spa equal in value to the original purchase price of the defective spa. In the event of a guarantee replacement, all costs for removal, replacement, installation and shipping will be the responsibility of the spa owner. Reasonable access would be, all sides readily accessible for removal and at least 2 1/2 feet of space between the spa and any obstructions to the repairman. The replacement spa will carry the balance of the original warranty only.

## Extent Of Warranty

This Limited Warranty only applies to portable spa models manufactured by Four Winds Manufacturing, LLC and sold by authorized Four Winds dealers to residential retail customers in the 50 United States or the UK. This Warranty extends through the selling dealer to the original purchaser at the original site of installation. This guarantee is in force from the time of original purchase and ends when spa is relocated, sold, or the time period of the Warranty listed above. If spa is placed in Commercial service this Limited Warranty becomes void. No warranty is provided on dealer installed accessories, light lenses, light bulbs, covers, spa pillows, or fuses. Any and all costs or shipping and/or removal of the spa are not covered by this Limited Warranty. If Four Winds Manufacturing, LLC ever deems it necessary to remove the spa for either repair or replacement, any fencing, decking, landscaping, structure removal, replacement and/or alteration needed for access, or any other costs associated with providing access to spa will be the responsibility of the owner. The spa cover is warranted by the manufacturer not Four Winds Manufacturing, LLC.

## Disclaimers

The Limited Warranty provided herein is made with the express understanding that the spa is not a medical device or an essential device as defined under State or Federal Law. Four Winds Manufacturing, LLC shall not be liable for loss of use of the spa or other consequential or incidental costs, expenses or damages, which may include but not be limited to removal of permanent decks, or other custom fixtures or the need for a crane for removal. All Guarantees shall have a duration equal to the duration of the applicable guarantee stated on this Limited Warranty only. Under no circumstance shall Four Winds Manufacturing, LLC or any of its representatives or agents be held liable for any injury to any person or any damage to personal property, however arising. No other Warranties either expressed or implied are valid. No dealer, distributor, agent, service company or other party is authorized to modify, change, or extend the terms of this Limited Warranty in any manner whatsoever. There are some states that do not allow limitation or exclusion of incidental or consequential damages. Therefore this exclusion or limitation may not apply to you.

## Warranty Exclusions & Limitations

This limited Warranty becomes void if the spa has been subjected to misuse, alteration or attempted alteration, repairs or attempted repairs by anyone other than a Four Winds authorized agent or employee, or if improper installation, improper water chemistry, improper maintenance, an act of God, or weather conditions causes a failure that is outside of the control of Four Winds Manufacturing, LLC. Abuse and misuse shall include but not be limited to any operation of the spa other than the directed use as outlined in the Four Winds Owners manual. Including but not limited to the following: (1)Damage to the spa shell surface or side panels caused by leaving the spa uncovered or due to covering the spa with any item other than the proper cover. (2)Damage to spa shell surface caused by use of solvents or cleaners. (3)Damage caused by operation outside of 40°F to 104°F. (4) Damage caused by unapproved sanitizers such as (Tri-Chlor) type chlorine's, sodium hypochlorite, calcium hypochlorite, or any other sanitizing chemical that may remain on the surface undissolved. (5)Damage caused by the failure to provide sufficient support to the spa frame of an even surface for the spa frame. (6)Damage caused by a filter cartridge being calcified, dirty or clogged.

## Legal Rights

This Limited Warranty gives you specific legal rights and you may have other legal rights, which vary from state to state.

## Customer Service

For Customer Service, Contact your authorized selling dealer immediately. If additional assistance or information is needed contact Four Winds Manufacturing, LLC Customer service at 251 Mayfield Dr. Smyrna, TN 37167 or call 615-220-8879.



Four Winds Manufacturing, LLC  
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