



Your Hot Tub/Swim Spa Warranty

Important: Please retain this document for your records

Thank you for choosing Seatherny. We sincerely hope that you enjoy your new purchase.

As part of our commitment to you, your new purchase is covered under warranty as per the terms and conditions laid out in this document.

1 Year Parts Warranty

Relax in the knowledge that you are covered for replaceable parts for a full year after your purchase with us. Parts & labour is included with fitment by one of our in house specialist engineers. *

2 Year USA Aristech Acrylic Warranty

As well as ensuring your new purchase is working perfectly, we want it to stay looking wonderful as well. This warranty covers the USA Aristech acrylic shell against blistering, cracking and fading for a full two years. *

*Please refer overleaf for the full terms and conditions governing your product warranty.

Warranty start date:



Warranty end date:



Make and model:



Serial number:



Signature:



Terms & Conditions

Extent of Warranty

This warranty applies to the original purchaser only. Sale or transfer of ownership will void all warranty, unless agreed prior with the management of Seatherny Outdoor Living Ltd in writing. This warranty begins on the date of installation of the hot tub, spa or swim spa (referred to in this document as 'the product'). This warranty will terminate at midnight on the last day stated on this warranty document below. This warranty can be terminated by the management of Seatherny if the product has been moved or relocated, without agreement in writing by the management of Seatherny.

1 Year Parts Warranty

1. Your 1 year warranty will be covered for the supply of replaceable parts **and** the labour for the fitment of replaceable parts.
2. The warranty does not cover defects or damage due to normal wear and tear or improper installation of the product, if not carried out by an approved Serenity Spas engineer.
3. **This warranty does not cover** any alteration without approval in writing by Seatherny; accidental damage; any acts of God; misuse; abuse; commercial or industrial use; use of an accessory not approved in writing by Seatherny first; failure to follow the manufacturer's and Seatherny's guidelines on maintenance, servicing and general up keep of the product; any repairs made or attempted to be made by anyone other than an authorised engineer of Seatherny (unless written consent is given by the management of Seatherny). Alteration includes, but is not limited to; any component, plumbing change, or electrical conversion; failing to use correct chemical cleaning kits recommended by Seatherny and failing to replace filters periodically. **The cleaning of filters is not deemed suitable enough as debris and dirt clog in the inside as well as the outside. This can cause flow rate issues to the heating element causing heater failure; this will not be covered by this warranty.** We will not be liable to you for any indirect or consequential loss, damage or expense (including loss of profits, business or goodwill) howsoever arising out of any problem relating to breakdown or operation of our products.

Electrical conditions

1. The electrical installation is required to have its own independent 32amp supply which is connected to the hot tub/swim spa **only**.
2. The electrical installation must have its own 32amp rotary isolator switch installed.
3. All cables must be of correct size and weather-proof.
4. All of the above installation must be installed by a fully qualified and accredited electrical engineer.
5. Any damage caused by incorrect installation, voltage drops or surges outside a range of 10% will void all warranty.

Claim information

1. Seatherny must be informed of any faults found with the product within a maximum of 5 days of finding a fault. Continued use of the product after identifying a fault, will result in the warranty being voided.
2. All warranty claims will be done on a pro rata basis.
3. We do not offer any repairs on weekends, bank holidays, Easter Sunday, Christmas eve and Christmas day, unless otherwise agreed by Seatherny.
4. Seatherny will always endeavour to repair any product within 14 working days of being notified of the fault. However, sometimes this will not be possible and a separate date will be confirmed to you upon making any such claim.
5. Seatherny will always fully check reported faults and ensure they are not a result of misuse or abuse of the product.
6. You will be expected to provide this warranty document when notifying Seatherny Outdoor Living of any fault with the product. It is your full responsibility to retain this document for your records. Your warranty could be voided if you fail to present this document when making a claim.

Extended Warranties

Seatherny offers extended warranties at extra cost to cover all parts and labour that would otherwise be outside the initial warranty dates. In this event all of the above will still remain the same.

How to Make a Claim

In the event of a warranty claim, please contact us on 0330 133 7798 or email hello@seatherny.co.uk for assistance.

Unit 5, Pearson Close
Whitting Valley Road
Old Whittington
Chesterfield
Derbyshire
S41 9EY

www.seatherny.co.uk